

## Change Table:

Date of Change	Related Issue Number	Updated by	Revision
7/24/00	381	L.Taylor	Updated <b>Section III, TRAC System Screen Details</b> , to reflect changes to the PSUM, ESUM and TSUM screen designs, scheduled for production 9/9/00. The Screen and Field Dictionaries for the PSUM, ESUM and TSUM screens were updated to describe the new fields.
12/4/00	N/A	C. Buzbee	<p>Table of Contents: Change to page numbers.  Pages: 4, 5</p> <p>Updated Section III – Removed Diversion Reason Code and changed 4 MO. IND to FED ASSIST on UDIV and DDET. Updated all descriptions, Tips and Actions on screen matrices. Grammatical updates.  Pages: 35, 37, 40, 41, 52, 53, 56, 64, 65, 67, 79, 85, 86, 87</p> <p>Updated Section IV – Screen Help for PSUM, ESUM, DDET. Updated some error message language. Grammatical updates.  Pages: 96, 99, 100, 103, 110, 113, 129</p>
2/21/01	95	C. Buzbee	<p>Table of Contents: Add new screen (WSUM)</p> <p>Updated Section I – Updated # of inquiry screens in system to 17.  Page: 9</p> <p>Updated Section II - Updated number of screens in system to 21 and inquiry screens to 17.  Add WSUM screen.  Update to Tips.  Correction to General Screen Flow.  Update screen dependencies diagram.  Pages: 16 - 18, 20 – 23, 26 – 28, 31</p> <p>Updated Section III - Updated number of inquiry screens to 17.  Add WSUM screen.  Updated Tips  Add information regarding access to Detail screens.  Add information regarding PSUM display via KSUM screen.  Update regarding Post Child Care Period on PDET.  Updated Action  Increase page numbers by adding WSUM information for the remainder of the document.  Add reference to “2” display on CalWORKs-60 Month</p>

Date of Change	Related Issue Number	Updated by	Revision
			<p>Calendar screen for double click of the clock.  Pages: 33–35, 38, 43–53, 56–57, 59–61, 64-66, 71-74, 76-77, 82-86, 87, 90</p> <p>Update Section IV – Grammar updates  Update Screen &amp; Field Help  Pages: 92-101, 105, 113</p>
10/22/01		K. Velarde	<p>Updated <b>Section III, TRAC System Screen Details</b>, to reflect changes to the IINQ, PSUM and ESUM screen designs, scheduled for production 10/01. The Screen and Field Dictionaries for the IINQ, PSUM and ESUM screens were updated to describe the new fields</p> <p>Table of Contents: Change to page numbers.  Pages: 43-145</p> <p>Updates regarding Add Individual. Pages 43-44, Update Program Participation and Update Exception Screens. Pages 96-98 UPRG, pages 99-101 UPEX. Increase page numbers by adding information for the remainder of the document.</p> <p>Updated Section I – Updated # of update screens in system to 7.</p> <p>Updated Section II – Updated information to include the AIND, UPRG and UPEX Screens.</p> <p>Updated Section III – Added AIND, UPRG and UPEX Screens. Added Tips and How To's for AIND, UPRG and UPEX.</p> <p>Updated Section IV – Added Codes, Message Displays and Descriptions regarding AIND, UPRG and UPEX Screens.</p> <p>Update Screen and Field Help  Pages 19, 21, 25, 28, 32, 35-37, 41, 43-44, 55, 71, 87, 98-100, 101-103, 104-105, 113-114.</p>
9/16/02		L. Holder	<p>Updated Glossary – Added Extender definition</p> <p>Updated Section III  Added D. Extender to the IDET Screen example, to the IDET Screen and Field Dictionary (Exception Indicator), and to the IDET How-To's and Tips table (Flag Displayed)</p> <p>Added D. Extender to the PDET Screen example, to the PDET Screen and Field Dictionary (Exception Indicator), and to the</p>

Date of Change	Related Issue Number	Updated by	Revision
			<p>PDET How-To's and Tips table (Flag Displayed)</p> <p>Added "WTW" before Extension and Extension Months to the TSUM Screen example, added Exception Months definition to the TSUM Screen and Field Dictionary, and added "does not include extender months" to the definition of Months Used and Exception Months definition in the TSUM How-To's and Tips.</p> <p>Deleted "/Exemption" references in ESUM and EDET examples.</p> <p>Added 06 = Extender to EDET How-To's and Tips.</p> <p>Added the definition of what "X" means to KCAL and updated the KCAL Screen example to include "Xs," added Extender Months definition to the KCAL Screen and Field Dictionary, and added the Extender Definition "X" definition to the KCAL How-To's and Tips,</p> <p>Updated Section IV</p> <p>Added D. Extender to the IDET Screen Help Text and to the KSUM Screen Help Text.</p> <p>Added "includes extender months" to the TSUM Screen Help Text/CalWORKs Exception Months.</p> <p>Deleted "/Extension" from the ESUM and EDET Screen Help Text and added 06 = Extender to the EDET Screen Help Text.</p>
11/8/02	N/A	K. Murdock	<p>Page 72 – DDET Screen; updated the Diversion Fed Assist field to reflect the correct definition of a Federal Assistance Flag.</p> <p>Page 95-97 – UDIV Screen; updated the Fed Assist field to reflect the correct definition of a Federal Assistance Flag.</p> <p>Page 128 – modified UPX 1090 message.</p> <p>Page 130 – added UPX Codes 1330, 1340, and 1350.</p>
12/10/02	N/A	K. Murdock	<p><b>REPORTS</b></p> <p>Page 10 – changed references from four to five reports that are generated.</p> <p>Page 11 – changed references from four to five reports that are generated.</p> <p>Page 21 - changed references from four to five reports that are generated.</p>

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Date of Change	Related Issue Number	Updated by	Revision
			Page 146 – System Report Files Table
6/15/03	231	K. Murdock L. Holder	Repay Enhancement Page 54 – IDET Screen; updated to include Repay information Page 63 – PDET Screen; updated to include Repay information Page 68 – TSUM Screen; updated to include Repay information Page 77 – EDET Screen; updated to include Repay information Page 81 – TCAL Screen; updated to include Repay information Page 84 – KCAL Screen; updated to include Repay information Page 111 – System Assistance Features; inserted repay text for IDET, PDET, TSUM, EDET, TCAL and KCAL screens Pages 129-130 – Added UPX 1380 error message text
8/25/03		K. Murdock	Pg 92 – UNCP Screen; added Tribal TANF information.
01/12/04		G. Kajita	Pg 34 – Updated Screen ID List
02/15/05	829	K. Murdock G. Kajita	Updated Table of Contents page numbers.  Updated acronym for CIN; corrected to Client Index Number ,pages 14, 15, 17, 19, 45, 52, 114; Updated County ID description, pages 45, 65; Updated Exception definition, page 14; Updated # of TRAC database tables, page 21; Updated Screens, pages 25, 62, 65, 69, 80, 84, 87, 91, 98. Updated Index Page Numbers.  Corrected TRAC screens to reflect the time clock field was expanded from two to three digits.
10/31/05	947 973	G. Kajita	Added information on the Exceeding Clock Report, with Aid Code. Removed reference to the Approaching Clock Report (short format); none of the counties are using these report. Added information on Office of Systems Integration and added the new logo.
7/2006		G. Chen	- Corrected Screen Dependencies between AIND and IINQ. - Updated Screen Help Text on UNCP, UDIV, UCSR and USSO. - Updated Error and Messages Information tables - Added information on Active Program Participation Report.

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# WDTIP User Manual Overview - Section I

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## **Introduction**

The WDTIP User Manual provides a comprehensive desk resource for county staff when using the Welfare Data Tracking Implementation Project's (WDTIP) Tracking Recipients Across California (TRAC) system. It consists of seven sections: *User Manual Overview*; *System Overview*; *System Screen Detail*; *System Assistance*; *System Report and Files*; *System Administration*; and *Troubleshooting Tips*.

This User Manual is intended to aid county staff as they use the TRAC system inquiry and update screens by providing system how-to's and system user tips. It provides a comprehensive look at the TRAC system inquiry and update screens, screen and field help features, TRAC system reporting functionality and explain the TRAC system access rules. Additionally, the User Manual offers some troubleshooting tips that may save time and give the user insight into those problems sometimes referred to as "training issues."

The User Manual is a comprehensive source of information providing the user with the detailed explanation and use of the TRAC system screens, system navigation and frequently used terminology. It lists the system error and help messages and their associated descriptions, allowing the user to problem-solve at their workstation. The remainder of the User Manual includes the following:

- ❑ Introduction
- ❑ Overview of the TRAC system
- ❑ Glossary of frequently used terms
- ❑ Acronym list
- ❑ System access and navigation features
- ❑ Inquiry and update screen details
- ❑ Screen and field descriptions
- ❑ Screen how-to's and user tips
- ❑ System report file functions, subjects and frequencies
- ❑ Screen, field and message help features
- ❑ System administration details
- ❑ System troubleshooting

## **Objectives**

The User Manual has two primary objectives:

- ❑ To provide county staff with a single and comprehensive reference source explaining the purpose and capabilities of the TRAC system, including detailing the 24 system screens, explaining update and inquiry access, describing the five TRAC system report files, explaining the TRAC system administration and providing troubleshooting tips.

- ❑ To provide information to assist the user in understanding the information displayed on each screen, instructions for navigating throughout the system and to share system tips.

## **About this User Manual**

The User Manual is designed specifically for the system user and is intended to describe the TRAC system in a format that is easy to read and understand.

The User Manual has the following sections.

**Section I WDTIP User Manual Overview**– This section provides a brief introduction and outlines the objectives of the User Manual. A short WDTIP history, WDTIP glossary of frequently used terms and acronym list are also included in this section.

**Section II TRAC System Overview** – This section provides a description of the four major areas that make up the TRAC System, details the system background and design, introduces the user to the 24 system screens, system access functions and details the TRAC screen standards and navigation features.

**Section III TRAC System Screen Details** – This section provides the in-depth details of “the what” and “the how” of the 17 inquiry screens and 7 update screens in the TRAC system. This section also contains a screen and field dictionary for each screen and provides system how-to’s and user tips.

**Section IV TRAC System Assistance** – This section provides the details for all system screen and error help functions and messages. It also describes the eight system messages available to the user and details all of the associated message codes and displayed message text. This section also provides suggestions for the user’s next steps when these messages display.

**Section V TRAC System Report and Report Files** – This section provides a list of the five monthly report files and explains how these files are sent to the counties and CDSS. It also provides information for each report file including, name, description, frequency and suggested uses.

**Section VI TRAC System Administration** – This section provides background information regarding system security and user profiles. It is intended for those responsible for maintaining user access and profiles.

**Section VII TRAC Troubleshooting Tips** – This section provides system tips intended to increase user self-sufficiency emphasizing those system design elements or features that may not seem readily apparent.

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## **WDTIP and System History**

In response to the Personal Responsibility and Work Opportunity Reconciliation Act (PRWORA) of 1996, the State of California passed Assembly Bill (AB) 1542. AB-1542 instituted the Temporary Aid to Needy Families (TANF) program in California and imposed welfare time limits, as well as new program and eligibility rules. In addition to mandating welfare time limits, AB-1542 established work requirements through the California Work Opportunity and Responsibility to Kids (CalWORKs) program and created a need for counties to track an individual's time-on-aid across counties and over time. The TRAC application has been designed to assist the counties in meeting the requirements of AB-1542 and builds upon the efforts of the SAWS-Technical Architecture (SAWS-TA) Project.

The TRAC system provides counties with cumulative time-on-aid information for those **adults** known to the TRAC system. The TRAC system collects and tracks all data necessary to accurately calculate the three time-on-aid clocks, TANF, CalWORKs and the Welfare to Work (WTW) 18/24-month time clocks. Data collected from county welfare systems includes program participation information, individual exception and exemption information, diversion payment information as well as related demographic and unique identifier information. All California counties can access this information via the Medi-Cal Eligibility Data System (MEDS) application.

The TRAC system calculates and tracks the TANF 60-month time clock, the CalWORKs 60-month time clock and the WTW 18/24-month time clock and displays the resulting information on 17 inquiry (read-only) screens. The majority of the information that is stored in the TRAC database will be sent from the county/consortia eligibility systems via a standard file interface. This standard file will be sent from the county system, or associated consortium system, in the nightly batch process.

The TRAC system also provides online **update** capability for time clock-related data that may not be stored in all county eligibility systems. Four screens allow the user to input information for Diversion, Non-California Program Participation, Supportive Services Only Payments, and Child Support Reimbursements. In addition to screens that provide access to the data, the TRAC system provides report files, to the counties and CDSS, in an electronic format. The system generates these report files each month, identifying individuals approaching the designated time clock limits, individuals exceeding designated time clock limits, individuals receiving aid in multiple counties and monthly projections. These reports are intended to assist counties with the time-on-aid tracking for caseload management.

In July 2005, the WDTIP staff became part of the Office of Systems Integration (OSI).

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## ***Glossary of Frequently Used Terms***

<b>AID CODE</b>	A code indicating specific program and type of benefits an individual is receiving.
<b>BATCH</b>	Batch processing involves receiving the standard update files from each county, usually on a daily basis, and applying them against the existing database files. This process is usually run after working hours, and is referred to as a "Batch" process because information is held throughout the day, then run as a group.
<b>CHARACTER</b>	A letter, number or symbol that appears or is entered into a field on the screen.
<b>CIN</b>	Client Index Number is a number assigned to an individual by the California Department of Health Services. This number is the unique identifier used by the Statewide Client Index (SCI) as well as the TRAC system.
<b>COUNTY ID</b>	The number an individual is associated with within a county, (includes county number, aid code, Case Serial Number, FBU, and person number) e.g. 34-30-1234567-0-01.
<b>CURSOR</b>	A highlighted square or flashing underscore that identifies a field on a screen.
<b>DATA</b>	Information entered or displayed on a screen.
<b>DATABASE</b>	Files residing in the system containing all information.
<b>DEMOGRAPHIC INFORMATION</b>	Traits that identify an individual but are not considered unique. For example, an individual's name or date of birth.
<b>ENTER</b>	Key used to transmit data from a screen to the database.
<b>ERROR MESSAGE</b>	A message that is displayed online in the bottom half of a screen indicating an entry error occurred and needs to be corrected.
<b>EXCEPTION</b>	A term used to indicate when an individual meets criteria that may stopped the normal time clock calculation. These may include penalties, sanctions, exemptions, good cause determinations, excluded persons, extenders, and repays.
<b>EXEMPTION</b>	A term used for CalWORKs indicating when an individual meets criteria that stops the time clock. Exempt months are not counted toward the total months of time-on-aid.

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<b>EXTENDER</b>	A term used for CalWORKs indicating when an individual meets criteria which allows the CalWORKs clock to keep ticking beyond month 60 of the CalWORKs Program Participation.
<b>FIELD</b>	Specific points on the screen where data is entered or viewed.
<b>FIELD HELP</b>	Information specific to a field. To access, place cursor on the field and press [F1].
<b>FUNCTION KEY</b>	A key that performs a specific action rather than entering a character when it is pressed.
<b>FUZZY NAME</b>	A name that shares phonetic similarities to a name entered by a user during a Statewide Client Index (SCI) search of the SCI database.
<b>HELP DESK</b>	A resource available to users to assist them with questions that cannot be answered by reference materials or online system help.
<b>HELP SCREEN</b>	A screen presenting information pertaining to the displayed screen.
<b>HOME</b>	The upper-most left field on a screen, which is the cursor's "home" position.
<b>IDENTIFIER INFORMATION</b>	Identifying information associated with an individual, e.g., name, date of birth, Client Index Number (CIN), Social Security Number (SSN), Alien Number.
<b>INFORMATION MESSAGE</b>	Online response messages that assist the user with system use, navigation and field help.
<b>INQUIRY SCREEN</b>	A screen that allows users to view information but not make changes.
<b>LOGGING OFF</b>	Operation performed to exit TRAC.
<b>LOGGING ON</b>	Operation performed to gain access to TRAC.
<b>MEDS</b>	Medi-Cal Eligibility Data System.
<b>MEDS ID</b>	A number associated with an individual in MEDS, usually the SSN or "PSEUDO ID."
<b>MENU</b>	A screen providing access to a group of functions by presenting a series of options.

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<b>MESSAGE</b>	A message displayed online in the bottom portion of the screen, indicating an action occurred or prompting the user to take an action.
<b>PROTECTED FIELD</b>	A function to guard a field on a screen to prevent changes or modifications to that field.
<b>PSEUDO ID</b>	A number assigned by MEDS to an individual who does not have a SSN or is receiving sensitive services.
<b>RECORD</b>	Information received on an individual and stored in the database.
<b>SAWS-TA</b>	SAWS-Technical Architecture Project (SAWS-TA) designed to provide county welfare and welfare-related agencies with access to statewide individual welfare and welfare-related data. The Welfare Data Tracking Project (WDTIP) builds upon the efforts of this project by providing individual time clock-related data to counties.
<b>SCREEN BODY</b>	Information displayed in the middle of the screen.
<b>SCREEN FOOTER</b>	Information displayed at the bottom of the screen.
<b>SCREEN HEADER</b>	Information displayed at the top of the screen.
<b>SCREEN ID</b>	The four-character name for each screen displayed in the top left corner of the screen. Also referred to as TRAN-ID.
<b>SCREEN LABEL</b>	Permanent words or phrases on a screen, generally adjacent to the location where data will be displayed.
<b>SCROLL SCREEN</b>	A screen containing more information than can be displayed at one time. Function keys [F7] and [F8] allow the user to scroll up and down.
<b>SEARCH HIERARCHY</b>	A structure used by SCI when conducting a search for an individual using SOUNDEX.
<b>SEL</b>	Identifies the selection field on a screen. When the cursor is placed in the "SEL" field and [Enter] is pressed, the user is taken to the requested screen.
<b>SOUNDEX</b>	A process used by SCI that assigns points for phonetically matching sounds. SCI then returns those names with the highest total point value. SCI can return <i>exact</i> name matches or <i>close</i> name matches, based upon the user's query.

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<b>STANDARD FILE</b>	A file received from county or consortia systems that contains a standard set of data elements. The majority of time clock information stored in the TRAC system is sent through the standard file process.
<b>SUFFIX</b>	Abbreviation for suffix e.g., Sr., Jr., III.
<b>TRAC</b>	Tracking Recipients Across California, the name of the WDTIP application.
<b>TRAN-ID</b>	The four-character name for each screen, displayed in the top left corner of the screen. Also referred to as the screen ID.
<b>UNIQUE IDENTIFIER</b>	Traits that identify an individual but are considered unique. For example, an individual's Social Security Number (SSN), Alien Number, or Client Index Number (CIN).
<b>UNPROTECTED FIELD</b>	A function of the system permitting changes or modifications to a field.
<b>WDTIP</b>	Welfare Data Tracking Implementation Project tasked with design, development and implementation of the TRAC system.



## **Acronyms**

An acronym is a shortened word form usually derived from the initial letters or groups of letters in a set phrase. The acronyms used in the WDTIP User Manual are listed below.

<b>Acronym</b>	<b>Phrase/Name</b>
<b>AB</b>	Assembly Bill
<b>ACL</b>	All County Letter
<b>CalWORKs</b>	California Work Opportunity and Responsibility to Kids
<b>CIN</b>	Client Index Number
<b>DOB</b>	Date of Birth
<b>FBU</b>	Family Budget Unit
<b>HHSDC</b>	California Health and Human Services Agency Data Center
<b>MEDS</b>	Medi-Cal Eligibility Data System
<b>OSI</b>	Office of Systems Integration
<b>PRWORA</b>	Personal Responsibility and Work Opportunity Reconciliation Act
<b>SAWS</b>	Statewide Automated Welfare System
<b>SAWS-TA</b>	SAWS – Technical Architecture
<b>SCI</b>	Statewide Client Index
<b>SIS</b>	SAWS Information System
<b>SSN</b>	Social Security Number
<b>TANF</b>	Temporary Assistance for Needy Families
<b>TRAC</b>	Tracking Recipients Across California
<b>TRAT</b>	Tracking Recipients Across California <i>Training</i>
<b>WDTIP</b>	Welfare Data Tracking Implementation Project
<b>WTW</b>	Welfare to Work

## TRAC System Overview –Section II

## **TRAC System Access, Screen List, Screen Standards and Navigation Features**

### **How to Use Section II of the WDTIP User Manual**

This section describes the areas that make up the TRAC system, explains system access, introduces the 24 TRAC screens, identifies the patterns in screen design and functionality and details the three basic ways of system navigation.

This section explains the components that make up the TRAC system, identifies how to log into the TRAC system through the MEDS Main Menu, introduces the 24 TRAC system screens and outlines the screen performance standards and design guidelines. This section ends with detailed information on system navigation using the keyboard keypad, function keys and the general screen flow.

### **TRAC system Components**

The TRAC system is comprised of the following components:

- ❑ TRAC system screens
- ❑ TRAC database
- ❑ Error, field and information help
- ❑ TRAC system report files

Each component relies on the others to accept, store, display and report information to the user.

<b>TRAC System Components</b>	
<b>Screens</b>	<p><i>17 inquiry screens</i>– The 17 inquiry screens display individual-level TANF 60-month, CalWORKs 60-month and WTW 18/24-month time clock information and are designed as “view only” screens. The 17 inquiry screens are described in detail in Section III of this document.</p> <p><i>7 update screens</i> – The 7 online update screens accept time clock-related information when it is impossible for the county to provide this information any other way. For example, many counties do not have automated systems containing information on diversion payments. For those counties, data must be entered into their system manually through the TRAC update screens. Once entered, this information is sent online, but not in “real time.” The TRAC system processes this information in a nightly batch process. This batch process recalculates the appropriate time clock(s) and displays any changes on the appropriate screens. The user can view the results or changes to the individual’s time clock(s) the day <i>after</i> the information is sent from the county to WDTIP. The 7 update screens and the details of their functionality are described in Section III of the WDTIP User Manual.</p>
<b>TRAC Database</b>	<p>The TRAC database is relational, meaning it groups information together in tables rather than stringing all individual information in one long row of data. This makes it easier for the TRAC system to select data for report files. The TRAC database is</p>

### **TRAC System Components**

	comprised of 40 tables and is located on the same mainframe as the MEDS application. The TRAC database is supplied with information from county automated or legacy systems, county consortia systems, the MEDS system or county data entered on update screens. The information in the TRAC database is used to derive time clock information, populate the 24 TRAC screens and generate report files.
<b><i>Error, Field and Information Help</i></b>	<i>Online System Assistance</i> – The TRAC system’s three online assistance features are accessed easily by using the appropriate function keys and aid the user throughout the 24 TRAC screens. The system error, field, and information message help is detailed in Section IV.
<b><i>System Report files</i></b>	<i>Electronic System Report Files</i> – The TRAC report files sent monthly to the counties containing time clock-related data. The majority of the reports are unformatted. The unformatted report files give counties the flexibility for customization. The report file names and descriptions are detailed in Section V.

---

## **General Screen Information**

The TRAC system is comprised of 24 screens, 17 inquiry and 7 online, update screens. General descriptions of the screen functions are described below.

### **Inquiry Screens**

The 17 inquiry screens display all calculated time clock-related data. These screens display relevant information regarding an individual's cash program participation, cumulative time clock status for the TANF 60-, CalWORKs 60- and WTW 18/24-month time clocks, diversion payment history, and time clock exception history. Users with "inquiry only" capability in MEDS have "inquiry only" capability in the TRAC system. The user can view all data on the inquiry and update screens with "inquiry only" capability, but cannot enter information on the update screens.

### **Update Screens**

The TRAC seven online update screens allow authorized users to update information online. The update screens allow counties to provide mandatory time clock data to the TRAC system when it is not captured by their current eligibility systems or cannot be corrected through the daily batch process. These screens are intended to be a supplement to the batch process and not to replace it. Counties are encouraged to use the online screens only when it is impossible to send data and make corrections via the batch process. This will help keep TRAC in synch with the county systems.

Users with MEDS "update" access have TRAC "update" access and are therefore able to enter data on the update screens. The details surrounding on-line access for the update screens are contained in Sections III and VI of the WDTIP User Manual.

---

## **General Access Information**

Access to the TRAC system begins with a MEDS terminal or a PC with MEDS access. There are two TRAC regions, production (TRAC) and training (TRAT). Both are available from the MEDS Inquiry Request Menu (MEDS Main Menu).

*NOTE: The user should use care when selecting the region to ensure access to the appropriate environment.*

The tables below explain how to access the TRAC system.

### **System Access How-To's**

<b>If</b>	<b>Action</b>	<b>Tips</b>
<i>Accessing TRAC</i>	Log on to MEDS using MEDS User ID and password. Go to the MEDS Inquiry Request Menu	The TRAC system is a selection on the MEDS Inquiry Request Menu.

### **Screen Access How-To's**

<b>If</b>	<b>Action</b>
<i>Accessing the Production Environment</i>	From the MEDS Inquiry Request Menu, select Option Y and press [Enter] to access the TRAC Information System. This takes the user to the TRAC Main Menu in the production environment.
<i>Accessing the Training Environment</i>	From the MEDS Inquiry Request Menu, select Option Z and press [Enter] to access the TRAC Information System. This takes the user to the TRAC Main Menu in the training environment.

The screen print of the MEDS Inquiry Request Menu on the following page illustrates the location of options Y and Z.

MENU	** INQUIRY REQUEST MENU **		16:10:13
OPTION ?			
(F12)	R = INQR	- MEDS CLIENT INQUIRY BY ID NUMBER	
(F22)	N = INQN	- STATEWIDE INQUIRY FOR FILE CLEARANCE	
(F23)	W = INQW	- WHOLE CASE INQUIRY (CASE MEMBER INQUIRY)	
(F21)	X = INXR	- CROSS REFERENCE FILE INQUIRY	
	S = SOCR	- SHARE OF COST SPENDDOWN CASE MEMBERS/STATUS	
	P =	- MEDS IMMEDIATE NEED ELIGIBLE RECORD (FUTURE)	
	T = INXT	- MEDS IMMEDIATE NEED COUNTY ID CROSS REFERENCE	
(F20)	A = INWA	- MEDS WORKER ALERTS	
	H = HOLD	- MEDS WORKER ALERTS FOR "HOLD" RECORDS	
(F11)	M = MOPI	- MEDS ONLINE POS INQUIRY	
(F19)	I = IEVS	- INCOME AND ELIGIBILITY VERIFICATION SYSTEM MENU	
	G = HEMI	- HEALTH ACCESS PROGRAMS INQUIRY MENU (CCS/GHPP)	
	K = IAPP	- APPLICATION TRACKING INQUIRY MENU	
	O = HOME	- HOMELESS ASSISTANCE PROGRAM MENU	
	V = HIAR	- HEALTH INSURANCE SYSTEM MENU (ACTION REQUEST MENU)	
	Y = TRAC	- TRAC INFORMATION SYSTEM MAIN MENU (PRODUCTION)	
	Z = TRAT	- TRAC INFORMATION SYSTEM MAIN MENU (TRAINING)	
FOR DETAILED EXPLANATIONS OF THE INQUIRY OPTIONS LISTED PRESS F13			

## TRAC System Screens

The table below provides a listing of the 24 screens by screen name and screen ID (or TRAN-ID).

Inquiry Screens		Update Screens	
Screen ID	Screen Name	Screen ID	Screen Name
TRAC	TRAC Main Menu	AIND	Add Individual
IINQ	Individual Inquiry	UDIV	Diversion Update
ISUM	Individual Response Summary	UNCP	Non-California Participation Update
IDET	Individual Detail	UCSR	Child Support Reimbursement Update
ALID	Alternate Identity	USSO	Supportive Services Only Update
KSUM	County Summary	UPRG	Update Program Participation
PSUM	Program Summary	UPEX	Update Program Exceptions
PDET	Program Detail		
TSUM	Time Clock Summary		
ESUM	Time Clock Exception/Extension Summary		
EDET	Time Clock Exception/Extension Detail		
DSUM	Diversion Summary		
DDET	Diversion Detail		
WSUM	Welfare To Work Summary		
TCAL	TANF 60-Month Calendar		
KCAL	CalWORKs 60-Month Calendar		
WCAL	WTW 18/24-Month Calendar		

---

## **Screen Standards**

During system design, WDTIP developers followed specific rules to ensure design consistencies throughout the TRAC system screens. These consistencies are referred to as “screen standards” and form the basis of each screen’s presentation. For example, screen standards dictate the practice of displaying specific screen and field colors, data displays, field sizes and placement on the screen and contents of the system error, field, and information help messages. The table below identifies some of the WDTIP-specific screen standards identified in Section 7.1.8 of the **Design and Coding Standards** document.

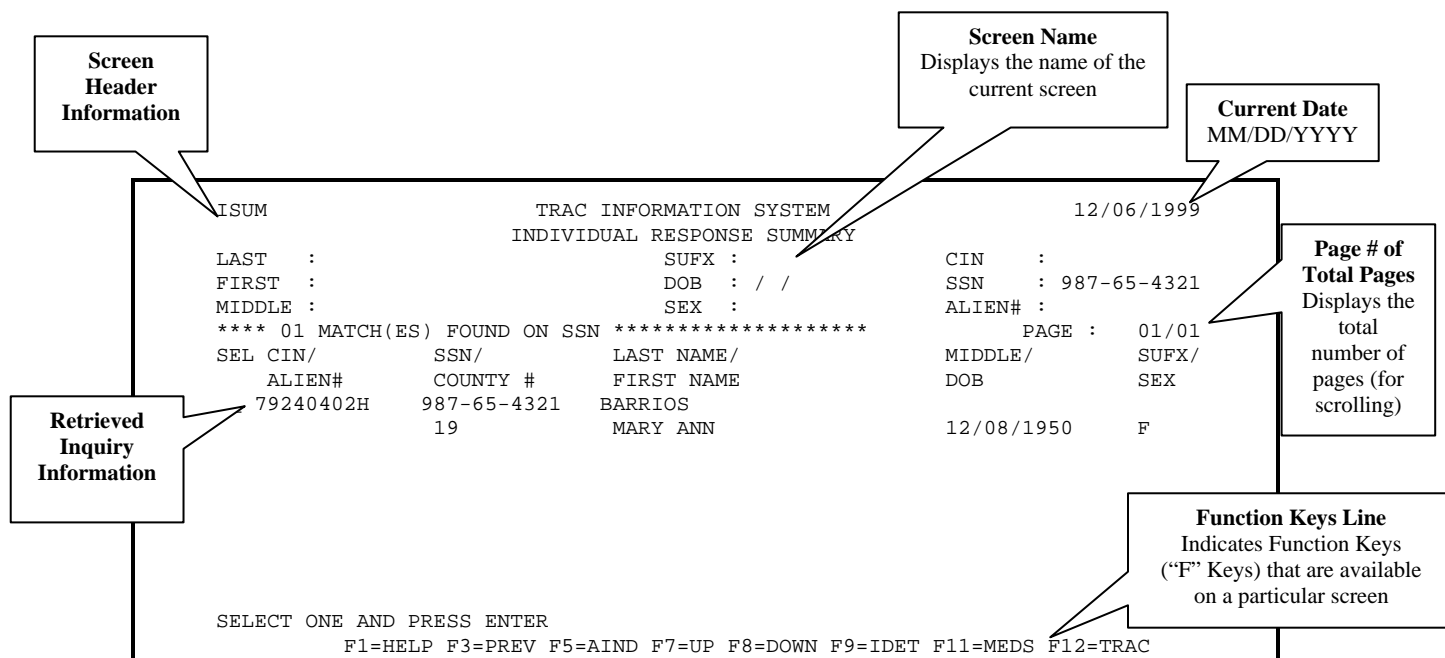
<b>Screen Standards</b>
All field names are displayed in blue.
All data (after the system is returning individual inquiry information or has completed an individual inquiry or a computation) is displayed in white.
Error and informational messages are displayed in white.
All fields that allow the user to update data (update fields) are displayed in green.

The figures on the following pages illustrates the screen standards for the inquiry and update screens.



## **Inquiry Screen Standards**

The 17 inquiry ("inquiry only") screens display all calculated time clock-related data. These screens display certain standard information. The figure below illustrates the inquiry screen standards for the screen header, body and footer.



**Screen Header Information**

**Screen Name**  
Displays the name of the current screen

**Current Date**  
MM/DD/YYYY

**Retrieved Inquiry Information**

**Page # of Total Pages**  
Displays the total number of pages (for scrolling)

**Function Keys Line**  
Indicates Function Keys ("F" Keys) that are available on a particular screen

```
ISUM                                TRAC INFORMATION SYSTEM                                12/06/1999
                                INDIVIDUAL RESPONSE SUMMARY

LAST :                               SUFX :                               CIN :
FIRST :                               DOB : / /                               SSN : 987-65-4321
MIDDLE :                               SEX :                               ALIEN# :
**** 01 MATCH(ES) FOUND ON SSN *****                               PAGE : 01/01
SEL CIN/                               SSN/                               MIDDLE/ SUFX/
    ALIEN#                               COUNTY #                               FIRST NAME                               DOB                               SEX
79240402H                               987-65-4321                               BARRIOS                               12/08/1950                               F
    19                               MARY ANN

SELECT ONE AND PRESS ENTER
F1=HELP F3=PREV F5=AIND F7=UP F8=DOWN F9=IDET F11=MEDS F12=TRAC
```

These four update screens capture and display information related to Diversion, Supportive Services Only Payments, Non-California cash program participation, and Child Support Reimbursement. These screens also display certain standard information. The following figure illustrates the update screen standards for screen header, body and footer.

**Screen ID (TRAN-ID)**  
 Displays four-character short name of current screen

**System Title**  
 TRAC  
 INFORMATION  
 SYSTEM

**Screen Name**  
 Displays the name of the current screen

**Screen Header Information**

UDIV
TRAC INFORMATION SYSTEM  
DIVERSION UPDATE
11/08/2001

LAST : AGUIRRE  
 FIRST : LUPE  
 MIDDLE :

SUFX :  
 DOB : 12/23/1968  
 SEX : F

CIN : 700001660F  
 SSN : 593-27-3318  
 ALIEN# :

SELECT A RECORD TO MODIFY OR DELETE (M/D)

SEL	CTY	AID	PAYMENT	DATE	AMOUNT	FED	START	END	COND
	#	CD				ASST	MONTH	MONTH	
—	01	3K	11/11/1999		10,000.00	N	11/1999	12/1999	D
—	50	03	03/04/1999		5,000.00	N	01/1999	02/1999	D
—	50	03	02/03/1999		9,000.00	N	01/1999	02/1999	D

\*\*\*\*\*  
 ADD A NEW RECORD (A):

SEL	CTY	AID	PAYMENT	DATE	AMOUNT	FED	START	END	COND
	#	CD				ASST	MONTH	MONTH	
—			/	/		—	/	/	D

PAGE: 01/01

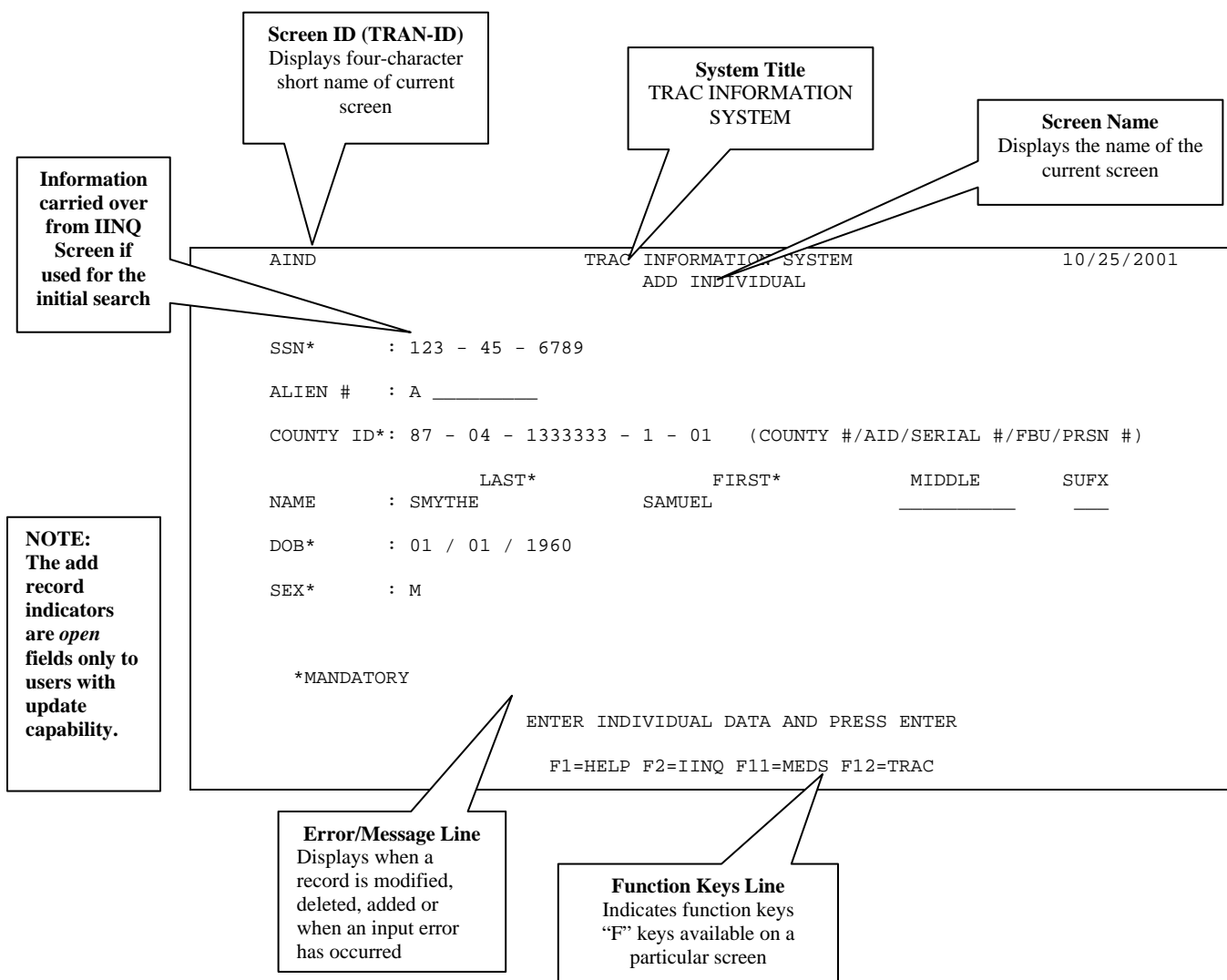
F1=HELP F2=IINQ F3=PREV F4=SCRN F7=UP F8=DOWN F10=TSUM F11=MEDS F12=TRAC

**Error/Message Line**  
 Displays when a record is modified, deleted, added or when an input error has occurred

**Function Keys Line**  
 Indicates function keys "F" keys available on a particular screen

## Add Individual Screen Standards

The Add Individual Update Screen captures and displays information related to adding an individual that is not on the system. This screen also displays information entered in the Individual Inquiry Screen (IINQ) for the purpose of searching for this particular individual. The information is transferred from IINQ to the Add Individual (AIND) Screen. The following figure illustrates the update screen standards for screen header, body and footer.



**Information carried over from IINQ Screen if used for the initial search**

**Screen ID (TRAN-ID)**  
Displays four-character short name of current screen

**System Title**  
TRAC INFORMATION SYSTEM

**Screen Name**  
Displays the name of the current screen

AIND TRAC INFORMATION SYSTEM 10/25/2001  
 ADD INDIVIDUAL

SSN\* : 123 - 45 - 6789

ALIEN # : A \_\_\_\_\_

COUNTY ID\*: 87 - 04 - 1333333 - 1 - 01 (COUNTY #/AID/SERIAL #/FBU/PRSN #)

NAME	LAST*	FIRST*	MIDDLE	SUFx
	SMYTHE	SAMUEL	_____	_____

DOB\* : 01 / 01 / 1960

SEX\* : M

\*MANDATORY

ENTER INDIVIDUAL DATA AND PRESS ENTER

F1=HELP F2=IINQ F11=MEDS F12=TRAC

**NOTE:**  
The add record indicators are *open* fields only to users with update capability.

**Error/Message Line**  
Displays when a record is modified, deleted, added or when an input error has occurred

**Function Keys Line**  
Indicates function keys "F" keys available on a particular screen

## Program Participation Update Screen Standards

The Program Participation Update (UPRG) Screen captures and displays information related to Program Participation. This screen also displays certain information selected in the Program Summary Screen (PSUM) for the purpose of modifying or deleting. The following figure illustrates the update screen standards for screen header, body and footer.

The diagram illustrates the UPRG screen layout with the following components and callouts:

- System Title:** TRAC INFORMATION SYSTEM
- Screen Name:** Displays the name of the current screen
- Screen ID (TRAN-ID):** Displays four-character short name of current screen (UPRG)
- Modifiable Fields:** Fields are the Fields Highlighted in Green.
- Function Keys:** Line Indicates function keys "F" keys available on a particular screen.
- Note:** F7, F8 and F9 keys are the keys used to Add, Modify or Delete.

**Screen Content:**

```

UPRG                                TRAC INFORMATION SYSTEM                                10/31/2001
PROGRAM PARTICIPATION UPDATE

LAST   : SMYTHE                      SUFX   :                      CIN    : 9008085G
FIRST  : SAMUEL                     DOB    : 01/01/1959          SSN    : 123-45-6789
MIDDLE :                               SEX    : M                      ALIEN#  :

COUNTY ID : 87 - 30 - 3889237 - 1 - 01   (COUNTY #/AID/SERIAL #/FBU/PRSN #)

PROGRAM TYPE CODE : 04                FED STATE ONLY IND : N
PARTICIPANT TYPE CD: A                MINOR PARENT FLAG  : N

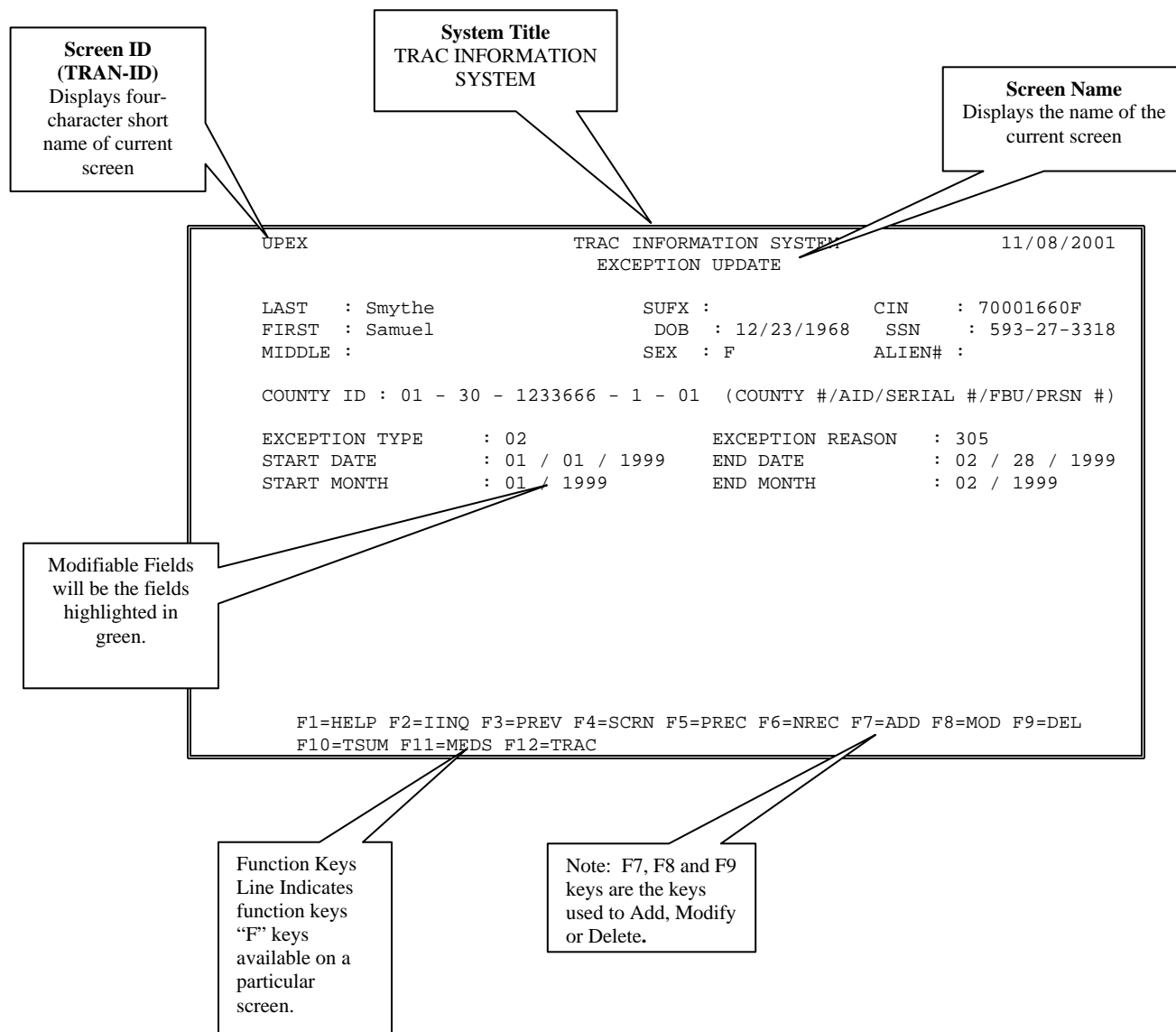
PROGRAM START DATE : 10 / 01 / 2000    PROGRAM END DATE   : 08 / 31 / 2001
PROGRAM START MONTH: 10 / 2000        PROGRAM END MONTH  : 08 / 2001

DISC REASON CODE : CTWF                DISC REASON CODE   : 097

F1=HELP F2=IINQ F3=PREV F4=SCRN F5=PREC F6=NREC F7=ADD F8=MOD F9=DEL
F10=TSUM F11=MEDS F12=TRAC
  
```

## Exception Update Screen Standards

The Exception Update Screen captures and displays information related to adding, modifying or deleting an exception on the system. This screen also displays information selected in the Time Clock Exception Summary (ESUM) Screen for the purpose of modifying or deleting this particular exception record. The information is transferred from ESUM to Update Exceptions (UPEX). The following figure illustrates the update screen standards for screen header, body and footer.



---

## **Screen/Field Help and Error Message Standards**

Online screen, field and error message help is available throughout the TRAC system. These user assistance features follow specific standards. The table below identifies the specific standards for screen and field help and error messages identified in Section 7.1.8 of the **Design and Coding Standards** document.

A complete description of the TRAC system online help functionality is provided in Section IV of this document.

### **Screen Help**

Screen help is available on all 24 TRAC screens.

<b>Screen Help Standards</b>
All screen help contains a brief description of the purpose of the screen.
All screen help contain descriptions of the fields on the screen and how they are used. For example, on the UDIV screen "End Month" is a field label. The user may not know that "End Month" means a "through" not "to" month. Screen help provides this type of information, especially for those instances when the purpose of the field may not be readily apparent.
Error and informational messages are displayed in white.

### **Field Help**

Field help is available on the Individual Inquiry Screen (IINQ) and on all update screens.

<b>Field Help Standards</b>
Field help provides the purpose for each update field on the Individual Inquiry Screen (IINQ) and update screens.
Field help describes the proper use of that field. ( <i>Note: There is <b>no</b> field help for the other 16 inquiry screens</i> ).

### **Error and Information Messages**

Error and information message help is available for all 24 TRAC system screens.

<b>Error and Information Message Standards</b>
All system error and informational messages are displayed in the lower left portion of the screen when an input error occurred or an action is being prompted.
Messages display in white text and display a brief description of the error or action that occurred.

## **Navigation**

TRAC Navigation has been designed to be user-friendly and logical. There are three ways to navigate through the screens in the system. You can use the terminal keyboard, the system's short screen names called screen IDs (or TRAN-IDs) or use the TRAC system general screen flow. Each of the three navigation options is presented in detail in the following pages.

### **Option I – Keyboard Function Keys**

Using the keyboard is your first navigation alternative. There are twelve function keys. Not all function keys can be used for navigation from every screen. Those that can be used are always listed on the function key line at the bottom of the screen. The table below contains a list and description of all of the function keys.

<b>Function Key</b>	<b>Display</b>	<b>Function</b>
<b>F1</b>	HELP	Used to access screen and/or field help. Displays the functionality of each screen and details each data field on the screen. Available on all TRAC screens.
<b>F2</b>	IINQ	Displays the Individual Inquiry Screen.
<b>F3</b>	PREV	Displays the previous screen. If the TRAC Main Menu is the first screen and if [F3] is pressed, the user will be returned to the MEDS Main Menu. Available on all TRAC screens, except IINQ.
<b>F4</b>	SCRN	Lists all the screen names with screen IDs (TRAN-ID). User moves to the screen they want by placing the cursor next to the screen ID and pressing the [ENTER] key.
<b>F5</b>	PREC	Takes user to the previous record displayed on the screen.
<b>F5</b>	AIND	Takes user to the Add Individual Screen upon search for individual in IINQ
<b>F5</b>	UPRG	Takes user to the Update Program Participation Screen to Modify, Add or Delete Program Participation Records.
<b>F5</b>	UPEX	Takes user to the Update Exception Screen to Modify, Add or Delete Exception Records.
<b>F6</b>	NREC	Takes user to the next record displayed on the screen.
<b>F7</b>	UP	When more than one page of data is available on a screen, [F7] will scroll the page up. Available on all summary screens.
<b>F8</b>	DOWN	When more than one page of data is available on a screen, [F8] will scroll the page down. Available on all summary screens.
<b>F9</b>	IDET	Displays the Individual Detail Screen. Available only on ISUM.

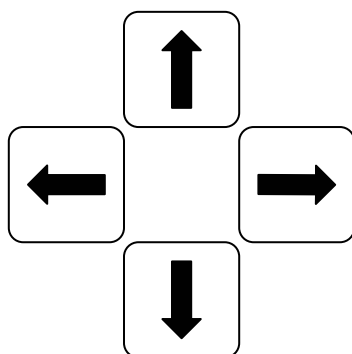
<i><b>Function Key</b></i>	<i><b>Display</b></i>	<i><b>Function</b></i>
<b>F9</b>	NXT SCRN	Takes the user to the screen requested from the TRAC Main Menu. Displays from IDET only.
<b>F10</b>	TSUM	Displays the Time Clock Summary Screen.
<b>F11</b>	MEDS	Displays the MEDS MENU.
<b>F12</b>	TRAC	Displays the TRAC MAIN MENU.



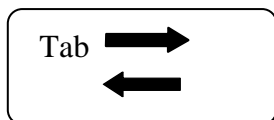
### **Keyboard Cursor Movement**



Use the [Home] key to move the cursor to the first editable field on the screen.



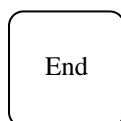
Use the [Arrow] keys to move the cursor one space at a time in the direction of the arrow.



Use the [Tab] key to move the cursor to the next field on the screen.



Use the [Space Bar] to move the cursor one space forward to clear any unwanted characters entered into the field.



Use the [End] key to refresh a field (clears all characters).

### **Option II – Screen IDs (TRAN-IDs)**

The second navigation option is the use of screen IDs (TRAN-IDs). Each TRAC screen has a four-character short name or screen ID (TRAN-ID) that displays in the upper left-

hand corner of the screen. The name of the screen IDs follows a specific naming convention intended to make the screen ID easy to understand and remember. The first letter of the screen ID is the first letter of the first word in the screen's long name. The next three letters are an abbreviation for the remainder of the screen name. For example, PSUM is the screen ID for the Program Summary Screen.

### ***The Screen ID List***

The screen ID list provides a directory of all the screens in the system by screen ID and name and is accessed by pressing the [F4] key. Position the cursor adjacent to the screen ID and press the [Enter] key to navigate to the requested screen. An example of the Screen ID List is pictured below.

SCREEN ID LIST	
ID	INQUIRY SCREEN NAME
TRAC	TRAC SYSTEM MAIN MENU
IINQ	INDIVIDUAL INQUIRY
IDET	INDIVIDUAL DETAIL
ALID	ALTERNATE IDENTITY
ISUM	INDIVIDUAL RESPONSE SUMMARY
KSUM	COUNTY SUMMARY
PSUM	PROGRAM SUMMARY
TSUM	TIME CLOCKS SUMMARY
DSUM	DIVERSION SUMMARY
ESUM	EXCEPTION SUMMARY
WSUM	WELFARE TO WORK SUMMARY
TCAL	TANF 60-MONTH CALENDAR
KCAL	CALWORKS 60-MONTH CALENDAR
WCAL	WTW 18/24-MONTH CALENDAR
UNCP	NON CAL PARTICIPATION UPDATE
UDIV	DIVERSION UPDATE
UCSR	CHILD SUPPORT REIMB.
USSO	SUPPORTIVE SERVICES ONLY
F3=PREV	

## **The Screen ID Field**

The screen ID (TRAN-ID) field is always in the upper left-hand corner of the screen. The user can navigate from one screen to another by typing the screen ID needed in the screen ID field and then pressing the [Enter] key.

### **Screen ID (TRAN-ID) Navigation How-To's**

<b>If</b>	<b>Tip</b>	<b>Action</b>
<i>Navigating using the [F4] feature</i>	It is not necessary for there to be client information available (on the screen selected) for the system to be able to take the user to that screen. For example, if a user selects the Alternate Identity Screen (ALID) from the Screen ID List and the selected individual has no alternate identity information, the system will take the user to the ALID screen and return the following information message "No Data For This CIN On This Screen."	Press [F4] to display the Screen ID List. The cursor will automatically move to the top left corner of the screen.  Tab to the desired screen ID (this moves the cursor). Press the [Enter] key and the system will navigate the user to the selected screen.
<i>Navigating using the screen ID (TRAN-ID) field feature</i>	Remember, for the most part, these short, four-character screen IDs are derived from the screen's long name.	Type the screen ID (TRAN-ID) of the desired screen. Press the [Enter] key and the system will take the user to the selected screen that corresponds with the screen ID entered.
<i>Navigating using the screen ID (TRAN-ID) field feature</i>	A user cannot go directly to the detail screens by typing the screen ID (TRAN-ID)	To access the detail screens I.e. PDET, EDET, DDET, a user can enter the TRAN-ID in the top left hand corner but will be taken first to the summary screens I.e. PSUM, ESUM and DSUM, where the user must select a record to go to the detail screen.
<i>Navigating using the screen ID (TRAN-ID) field feature</i>	A user cannot go to the UPRG and UPEX screens directly by typing the screen ID (TRAN-ID)	To access the UPRG and UPEX screens a user can enter the screen ID (TRAN-ID) in the top left hand corner but will

<i><b>If</b></i>	<i><b>Tip</b></i>	<i><b>Action</b></i>
		be taken first to the summary screens I.e. PSUM, ESUM, where the user must select a record to go to the update screen.
Navigating using the screen ID (TRAN-ID) field feature	A user cannot use the screen ID (TRAN-ID) navigation to go to the AIND screen.	A user cannot use the screen ID (TRAN-ID) navigation to go to the AIND screen. To go to the AIND screen the user must first enter a search in the IINQ Screen and then press the PF5 Key from the IINQ or ISUM screen.

### **Option III – General Screen Flow**

The third navigational method is the general screen flow or basic layout of the TRAC's 24 screens. The general screen flow is summary to detail. Most of the summary screens are linked to a detail screen, if more detailed information exists for the selected individual. For example, if a Diversion Summary Screen (DSUM) has data for the selected individual, there is more information on the Diversion Detail Screen (DDET).

The Sample General Screen Flow Table and the Screen Flow Diagram below illustrate the pattern of the system's general screen flow.

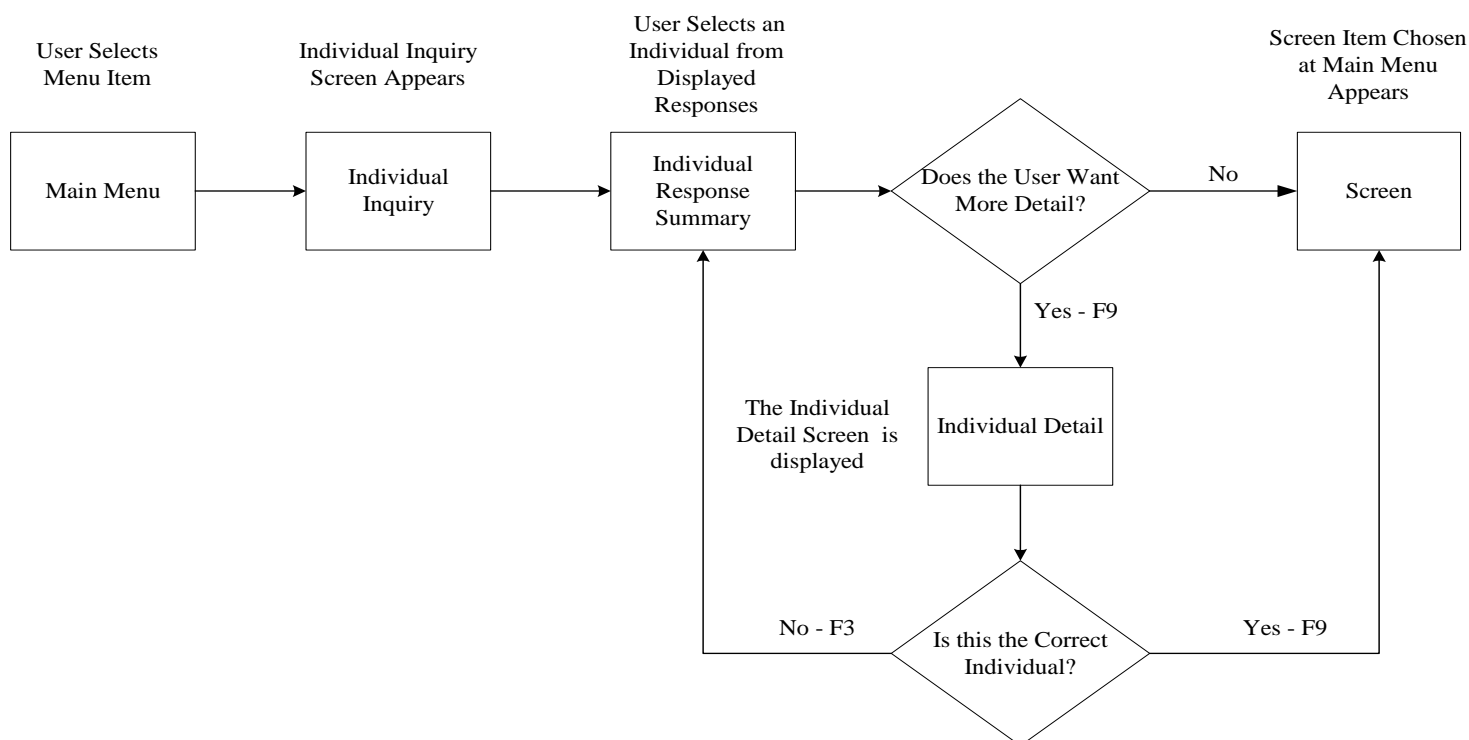
---

**Sample General Screen Flow**

<b>Step</b>	<b>Description</b>
<i>Step 1</i>	Access TRAC from the MEDS Inquiry Request Menu (MEDS Main Menu).
<i>Step 2</i>	Enter the number of the desired screen selection at the TRAC Main Menu.
<i>Step 3</i>	Enter the individual's search criteria in the appropriate field(s) on the Individual Inquiry Screen (IINQ).
<i>Step 4</i>	Individual Response Summary Screen (ISUM) displays results of IINQ search.
<i>Step 5</i>	Select the record of the individual needed by placing cursor next to the appropriate record and pressing the [Enter] key.
<i>Step 6</i>	Press [F9] to display the Individual Detail Screen (IDET) - if more information is required.
<i>Step 7</i>	Press [F9] again to return to the ISUM screen.
<i>Step 8</i>	If the individual selected is incorrect, press the [F3] key to return to the previous screen (Individual Response Summary Screen – ISUM), select another individual and re-start at step 6.

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**Screen Flow Diagram**

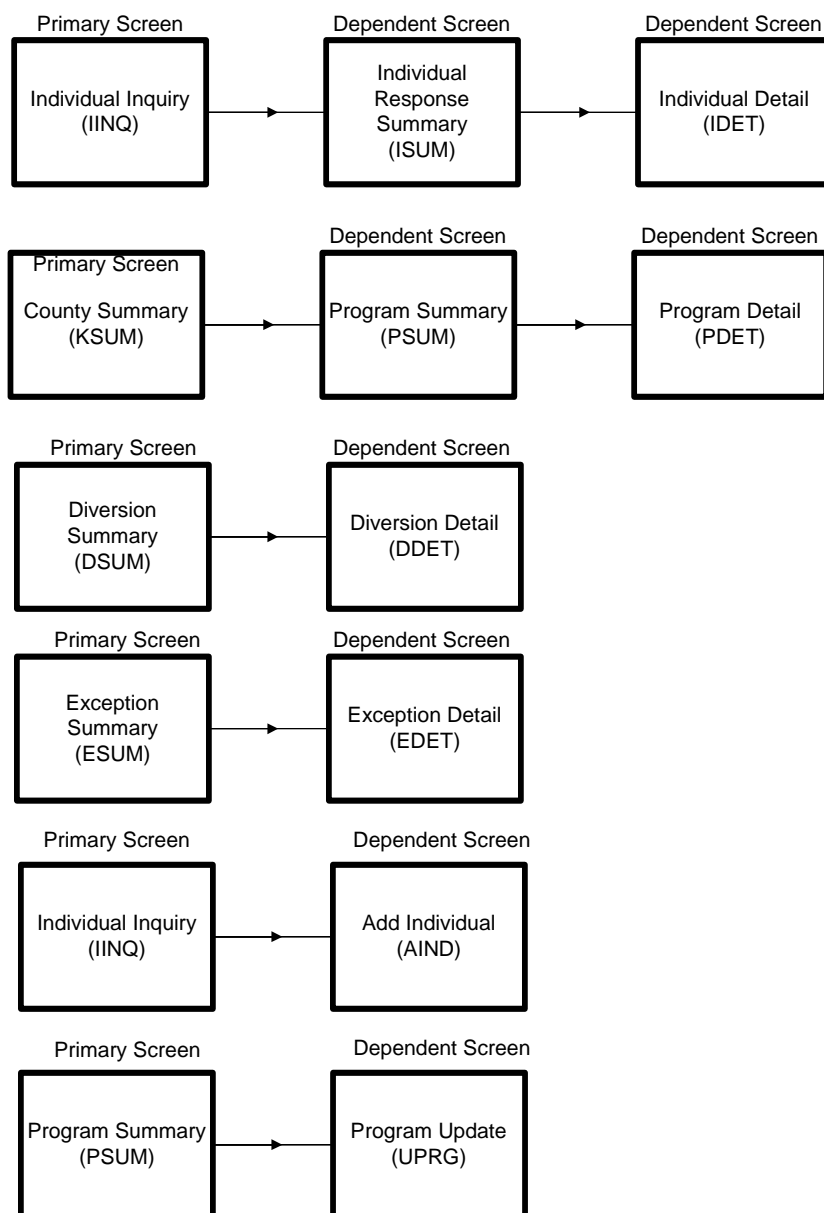


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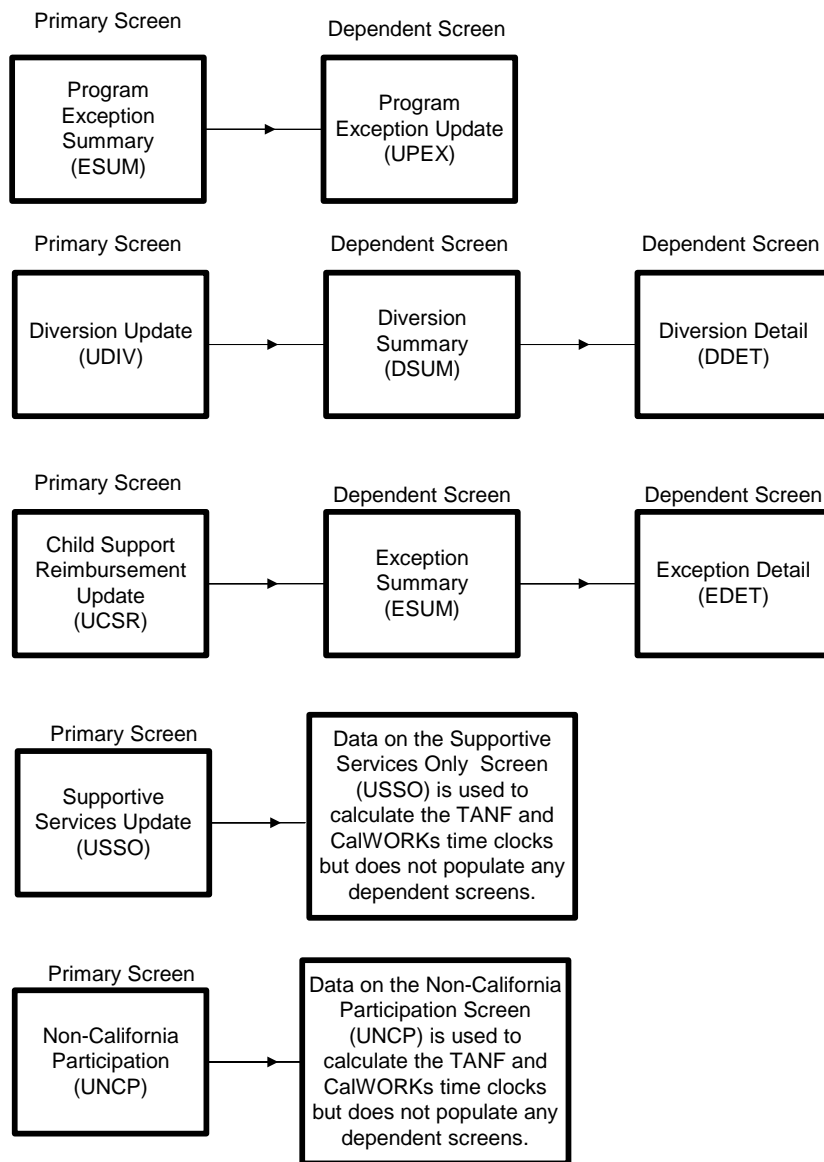
### **Screen Dependencies**

Some of the TRAC screens are dependent on data being entered or present on a previous screen. To access a dependent screen, data must be entered or be present on the primary screen. For example, to access the Exception Detail Screen (EDET), there must be at least one data record on the Exception Summary Screen (ESUM).

The inquiry screen dependencies are depicted in the figure below.



The update screen dependencies are depicted in the figure below.





# TRAC System Screen Detail - Section III

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## **TRAC Screen Details and How-To's**

### **How to Use Section III of the WDTIP User Manual**

This section provides the details needed to understand and use the 17 inquiry and 7 update screens. This information is provided in three forms:

- ❑ Sample screen print – populated with sample data
- ❑ Screen and Field Dictionary table – including the screen name, the screen ID (TRAN-ID) and a brief description of the screen
- ❑ How-To's and Tips table – providing tips on how to use the screen and any helpful tips for use and navigation

This section begins with the TRAC Main Menu screen, proceeds through the 17 inquiry screens and finishes with the 7-update screens.

### **TRAC Inquiry Screens**

The 17 inquiry screens in the TRAC system display all calculated time clock-related data. These screens display relevant information regarding an individual's cash program participation, cumulative time clock status for the TANF 60-, CalWORKs 60- and the WTW 18/24-month time clocks, diversion payment history, and time clock exception history, if applicable. The Individual Inquiry Screen (IINQ) subsection includes a description of the Statewide Client Index (SCI) search hierarchy (mechanism) used when TRAC users request a "search."

## TRAC Main Menu

The TRAC Main Menu is the starting point for the system. The user selects an option from this menu depending on information needed.

TRAC	TRAC INFORMATION SYSTEM	10/22/2001
MAIN MENU		
INQUIRY SCREEN NAME	ID	UPDATE SCREEN NAME ID
1. INDIVIDUAL INQUIRY	IINQ	13. NON-CAL PARTICIPATION UPDATE UNCP
2. INDIVIDUAL DETAIL	IDET	14. DIVERSION UPDATE UDIV
3. ALTERNATE IDENTITY	ALID	15. CHILD SUPPORT REIMB UPDATE UCSR
4. COUNTY SUMMARY	KSUM	16. SUPPORTIVE SERVICES UPDATE USSO
5. PROGRAM SUMMARY	PSUM	17. PROGRAM PARTICIPATION UPDATE UPRG
6. DIVERSION SUMMARY	DSUM	18. EXCEPTION UPDATE UPEX
7. EXCEPTIONS SUMMARY	ESUM	
8. TIME CLOCKS SUMMARY	TSUM	
9. WELFARE TO WORK SUMMARY	WSUM	
10. TANF 60-MONTH CALENDAR	TCAL	
11. CAL 60-MONTH CALENDAR	KCAL	
12. WTW 18/24-MONTH CALENDAR	WCAL	
SELECT A SCREEN NUMBER AND PRESS ENTER : ____		
F1=HELP F3=EXIT F11=MEDS		

### TRAC Main Menu Screen and Field Dictionary

Title: Main Menu  
Screen -ID: TRAC  
Definition: Displays the screen names and IDs of the areas of the system that can be accessed from this screen.

### TRAC Main Menu (TRAC) How-To's and Tips

<i>If</i>	<i>Screen Field</i>	<i>Mandatory Field</i>	<i>Tips</i>	<i>Action</i>
<i>Accessing TRAC screen</i>	The cursor is automatically located in the only "open" field on the screen.	Y	Zeros are not required (as placeholders) for menu options one through nine. Detail screens must be accessed via the summary screen.	Enter preferred option and press the [Enter] key.

## **Individual Inquiry (IINQ) Screen**

Selecting any option from the TRAC Main Menu forwards the user to the Individual Inquiry (IINQ) Screen. This screen is used to perform a search against the SCI to obtain a list of individuals known to SCI that match the selection criteria entered. The SCI search hierarchy is described in more detail on the following page.

From IINQ, the user may initiate one of two types of inquiries for an individual, a unique identifier search or a demographic search.

IINQ		TRAC INFORMATION SYSTEM	
		INDIVIDUAL INQUIRY	
SEARCH CRITERIA - ENTER 1 OR MORE			
SSN	:	____ - ____ - ____	
CIN	:	_____	
ALIEN #	:	A _____	
COUNTY ID	:	____ - ____ - _____ - ____ - ____ (COUNTY #/AID/SERIAL #/FBU/PRSN #)	
*****OR*****			
SEARCH CRITERIA - ENTER FIELDS			
LAST*		FIRST	MIDDLE
NAME:	_____	_____	_____
SPECIFIC		-OR-	RANGE
DOB:	____ / ____ / ____	FROM :	____ / ____ / ____
		TO :	____ / ____ / ____
SEX:	____		
*MANDATORY			
ENTER SEARCH CRITERIA AND PRESS ENTER			
F1=HELP F5=AIND F11=MEDS F12=TRAC			

## **Individual Inquiry Screen and Field Dictionary**

Title: Individual Inquiry  
Screen ID: IINQ  
Definition: Displays the criteria for performing a search on an individual.

<b>Field</b>	<b>Definition</b>
SSN	Social Security Number (numeric only)
CIN	Client Index Number
ALIEN #	Immigration Naturalization Service Number

<b>Field</b>	<b>Definition</b>
COUNTY ID	14-character ID, including County # /Aid Code/ Case Serial # / FBU # / Person #
LAST	Last name
FIRST	First name
MIDDLE	Middle name or initial
SUFEX	Suffix (Jr., Sr. or III)
DOB	Date of birth
DOB RANGE	Date of birth range including "from" and "to"
SEX	Gender

### **SCI Search Hierarchy**

A search hierarchy is a structure SCI uses when conducting a search for an individual. The SCI hierarchy is designed to search for individuals first by those traits that are considered to be unique to an individual such as the CIN or SSN. These traits are called unique identifiers.

If these unique identifiers are not known (to SCI) or are unavailable to the user, then the system moves through the course of the hierarchy to search for individuals by those traits that are not considered unique to an individual including name, date of birth, or birth range. These non-unique traits are called demographic identifiers.

When SCI conducts a search by a unique identifier, it stops searching as soon as it finds a match. This information, or record, is then displayed to the user. In some instances, more than one individual may share the same SSN. In that instance, SCI will return all individuals known to SCI with that SSN. The TRAC system can display up to 25 of these individual records, a maximum of five individual records per page.

When SCI conducts a search by name, it uses a SOUNDEX system search that assigns points for phonetically matching sounds. SCI then returns those names with the highest total point value. SCI can return *exact* name matches or *close* name matches, based upon the user's query. Those names that are close, but not exact, are called "fuzzy name" returns. These "fuzzy name" matches are returned because the names have phonetic traits similar to the search criteria entered.

The SCI hierarchy is intended to save search time, increases system response time, and give users flexibility to provide variable search criteria. For example, a user cannot conduct a search with gender or date of birth alone. The hierarchy of the SCI search is:

- ☐ CIN
- ☐ SSN
- ☐ Alien Number
- ☐ Name

The following pages of the WDTIP User Manual detail the recommended steps to be used when searching for an individual using either unique identifier information, demographic information or a combination of both. This section begins with instructions for how to conduct a unique identifier search.

### **Unique Identifier Search**

To conduct a search (for individual(s) known to SCI) using a unique individual identifier, enter any ***one or combination*** of the unique identifiers into the appropriate fields (CIN, SSN, Alien Number, or County ID) on the IINQ screen. At a minimum, the user must provide information for one of these four fields to initiate a search of SCI using a unique identifier.

### **Unique Identifier Search How-To's and Tips**

<b><i>If</i></b>	<b><i>Screen Field</i></b>	<b><i>Mandatory Field</i></b>	<b><i>Tips</i></b>	<b><i>Action</i></b>
<i>Search is by CIN</i>	Tab to the "CIN" field on the IINQ screen.	Y	The valid format for a CIN is 12345678C.	Enter the individual's nine-digit CIN and press the [Enter] key.
<i>Search is by SSN</i>	Tab to the "SSN" field on the IINQ screen.	Y	The MEDS "Pseudo ID" can also be entered here.	Enter the individual's nine-digit SSN and press the [Enter] key.
<i>Search is by Alien #</i>	Tab to the "ALIEN #" field on the IINQ screen.	Y	The leading "A" is pre-filled and need not be entered.	Enter the individual's Alien # and press the [Enter] key.
<i>Search is by County ID</i>	Tab to the "COUNTY ID" field.	Y	Aid code is optional. <b><i>Note: If no match is found for the aid code entered, then the system will continue to search for the remaining fields.</i></b>	Enter the individual's case number including the County Number, Aid Code, Case Serial Number, FBU and Person #. Press the [Enter] key.

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<b>If</b>	<b>Screen Field</b>	<b>Mandatory Field</b>	<b>Tips</b>	<b>Action</b>
<i>Search is combination of unique identifiers</i>	Tab to the corresponding fields on the IINQ screen.	Y At minimum, one field (CIN, SSN, Alien # or County ID) must be completed.	The more data entered for a search generally means narrowing the search and minimizing the returns. The less data entered for the search generally means broadening the search and maximizing returns. Sometimes maximizing returns increases the odds of finding unexpected information.	Enter a combination of unique identifiers and press the [Enter] key.
<i>Information message is returned</i>	<i>"No Records Found"</i>	N/A	Double check the information entered on the screen to validate its' accuracy.	Individual is not known to SCI. Press [Enter] after entering the unique identifier information to prompt the TRAC system to conduct a search for the selected individual in SCI. TRAC will display all potential matches on the Individual Response Summary Screen (ISUM).  When no matches are found, a <i>"No Match Found For Criteria Entered"</i> information message will be displayed at the bottom left side of the screen. This message notifies the user that based upon the criteria entered, there was no corresponding individual known to SCI.

## Demographic Search

Demographic data is information that can never be unique to one individual. For example, many people can share a birth date or name. When conducting demographic searches, expect responses to be less specific and more numerous.

The “last name” field is mandatory when conducting a demographic search. The user may enter just the last name *or a combination* of information including last name, first name and/or date of birth. Information must be provided for one or more of these fields when initiating a demographic search. Middle name, suffix and gender are considered ancillary data and must be used in combination with either a last name and/or first name and/or date of birth or date of birth range for TRAC to initiate a SCI search.

## Demographic Data Search How-To's and Tips

<i><b>If</b></i>	<i><b>Screen Field</b></i>	<i><b>Mandatory Field</b></i>	<i><b>Tips</b></i>	<i><b>Action</b></i>
<i>Search is by demographic data</i>	Tab to the “LAST Name” field on the IINQ screen.	Y	Enter up to 25 characters.	Enter the individual's demographic data and press the [Enter] key.
	Tab to the “FIRST Name” field on the IINQ screen.	N	Enter if known. Enter up to 15 characters.	
	Tab to the “MIDDLE Name” field on the IINQ screen.	N	Enter if known. Enter up to 15 characters.	
	Tab to the “SUFEX” field on the IINQ screen.	N	Enter if known (Sr., Jr., and III).	
	Tab to the “DOB” field on the IINQ screen.	N	Enter the DOB using the MM/DD/YYYY format.	



<b>If</b>	<b>Screen Field</b>	<b>Mandatory Field</b>	<b>Tips</b>	<b>Action</b>
	Tab to the "SEX" field on the IINQ screen.	N	Valid values for this field are "M" (male) or "F (female) or "U" (unknown). An entry of "U" will search for the "U" characteristic. If the user needs to search for all gender values, leave the "SEX" field blank.	
	Tab to the "DOB RANGE" field on the IINQ screen.	N	Enter if exact birth date is unknown.	
<i>Information message is returned</i>	<i>"No Records Found"</i>	N/A	Double check the information entered on the screen to validate accuracy	Individual is not known to SCI or TRAC.
<i>User is going to add an individual</i>	<i>Press the F5 key to add an individual</i>	N/A	Search criteria entered will be transferred to the AIND screen	You will be transferred to AIND

## **Add Individual (AIND) Screen**

The Add Individual (AIND) Screen allows the addition of individuals online. The screen displays SSN, Alien Number, County ID Number, Name, Date of Birth and Sex.

AIND		TRAC INFORMATION SYSTEM		10/22/2001	
ADD INDIVIDUAL					
SSN*	:	___ - ___ - ____			
ALIEN #	:	A _____			
COUNTY ID*	:	87 - ___ - _____ - _ - ____ (COUNTY #/AID/SERIAL #/FBU/PRSN #)			
NAME	:	LAST*	FIRST*	MIDDLE	SUFx
DOB*	:	___ / ___ / ____			
SEX*	:	_			
*MANDATORY					
ENTER INDIVIDUAL DATA AND PRESS ENTER					
F1=HELP F2=IINQ F11=MEDS F12=TRAC					

## **AIND Screen and Field Dictionary**

Title: Add Individual  
Screen ID: AIND  
Definition: Allows the user to add an individual to TRAC

<b>Field</b>	
SSN	Allows you to enter Individual's Social Security Number
Alien Number	Allows you to enter Individual's Alien Number
County ID Number	Allows you to enter Individual's Aid, Serial, FBU and Person Number
Last Name	Allows you to enter Individual's Last name
First Name	Allows you to enter Individual's First name
Middle	Allows you to enter Individual's Middle name
Sufx	Allows you to enter Individual's Suffix
DOB	Allows you to entire Individual's Date of Birth
Sex	Allows you to enter Individual's Gender

### **AIND Screen How-To's and Tips**

<b><i>If</i></b>	<b><i>Screen Field</i></b>	<b><i>Mandatory Field</i></b>	<b><i>Tips</i></b>	<b><i>Action</i></b>
Information is displayed	<i>Any information that is transferred from the IINQ Screen</i>	NA	This information is what was entered for the search in IINQ	Complete all fields that are enabled.
<i>Incorrect information is displayed</i>	<i>Any information that is transferred from the IINQ Screen</i>	NA	The information entered was incorrect	Press the F2 key to return to IINQ and enter the correct search criteria

**NOTE - The AIND allows you to enter information to add an individual to the system when no match is found on the IINQ Screen.**

## **Individual Response Summary (ISUM) Screen**

The Individual Response Summary (ISUM) Screen displays the results for an individual inquiry if SCI finds matches for the search criteria entered on the IINQ screen.

IINQ	TRAC INFORMATION SYSTEM INDIVIDUAL INQUIRY	11/20/2001
SEARCH CRITERIA - ENTER 1 OR MORE		
SSN	: _____	
CIN	: 10000008G	
ALIEN #	: A _____	
COUNTY ID	: _____ - _____ - _____	(COUNTY #/AID/SERIAL #/FBU/PRSN #)
*****OR*****		
SEARCH CRITERIA - ENTER FIELDS		
NAME:	LAST* _____	FIRST _____ MIDDLE _____ SUFX _____
DOB:	SPECIFIC _____ -OR- _____	RANGE FROM : _____ TO : _____
SEX:	_____	
*MANDATORY		
ENTER SEARCH CRITERIA AND PRESS ENTER		
1060 - NO MATCH FOUND FOR CRITERIA ENTERED.		
F1=HELP F5=AIND F11=MEDS F12=TRAC		

### **ISUM Screen and Field Dictionary**

Title: Individual Response Summary  
Screen ID: ISUM  
Definition: Displays the results for an individual inquiry if SCI finds matches for the search criteria entered on the IINQ screen.

<b>Fields</b>	<b>Definition</b>
SEL	Selection field
CIN	Client Index Number
ALIEN #	Alien Number
SSN	Social Security Number
COUNTY #	Two-digit county ID. This number corresponds with the last county that updated the selected individual's information in SCI
LAST	Last name
FIRST	First name
MIDDLE	Middle name or initial
DOB	Date of birth
SUFEX	Suffix (Jr., Sr. or III)

<b>Fields</b>	<b>Definition</b>
SEX	Gender

### ISUM Screen How-To's and Tips

<b>If</b>	<b>Screen Field</b>	<b>Mandatory Field</b>	<b>Tips</b>	<b>Action</b>
<i>Information is displayed</i>	Response line	NA	SCI returns all individuals that potentially meet the search criteria entered on the IINQ screen.	Tab to position the cursor adjacent to the record of the desired individual and press the [Enter] key.
	"Record Found"	NA	This indicates the information returned by SCI, was found by a direct match on unique identifier or demographic information.	
<i>Information is displayed</i>	"Page 01/01"	NA	Page numbers are displayed like fractions and indicate the number of potential matches found over the number of pages. The system can display a maximum of 5 pages or 25 individual records.	Press the [F8] key to scroll and view any additional pages of information.
<i>Information is displayed</i>	SEL	Y The cursor is automatically positioned in the first "open" field on the screen.	Once a screen number is selected from the TRAC Main Menu and the search criteria has been entered on the IINQ screen, TRAC will return any SCI information associated with that individual. For those instances where there is no information available for the search criteria entered, TRAC will return the message, " <i>No Match Found For Criteria Entered.</i> " on IINQ.	Place the cursor next to the individual's name (on the ISUM screen) and press [F9] to go to the Individual Detail Screen (IDET). If the user does not want to see more detail, they can press [Enter] to be forwarded to the screen originally requested at the TRAC Main Menu.
<i>Information in the response line is unexpected</i>	NA	NA	Check the individual details displayed in the header to validate search criteria entered on the IINQ screen. If different information was expected, there may have been a data entry error.	Return to the prior screen by pressing the [F3] key. Then re-enter the search criteria (on the IINQ screen).
<i>No potential Records were found by SCI</i>	NA	NA	The user should receive the following informational message " <i>No Match Found For Criteria Entered.</i> " on IINQ.	Enter new search criteria, if available.

<b><i>If</i></b>	<b><i>Screen Field</i></b>	<b><i>Mandatory Field</i></b>	<b><i>Tips</i></b>	<b><i>Action</i></b>
<i>The message "No Match Found for Criteria Entered" will display on the Screen</i>	NA	NA	There are two possible causes. Either the user entered the search criteria incorrectly, or the client isn't known to SCI.	Enter the new search criteria (if entered incorrectly or incomplete the first time) or press F5 to go to the Add Individual (AIND) Screen and add the new client. Adding a client on the AIND screen will trigger SCI to generate a CIN for that client during the overnight batch process.

## **Individual Detail (IDET) Screen**

The Individual Detail (IDET) Screen displays the detailed information regarding an individual's time clocks, exceptions, and diversion payment indicators.

Information displayed in the header section of the IDET screen is based on the individual selected on the ISUM screen.

IDET	TRAC INFORMATION SYSTEM		12/09/1999
INDIVIDUAL DETAIL			
LAST : SMYTHE	SUFEX :	CIN :	0008085G
FIRST : SAMMUEL	DOB : 01/01/1960	SSN :	123-45-6789
MIDDLE :	SEX : M	ALIEN# :	
BIRTH COUNTRY : US	TIME CLOCK INDICATOR		
BIRTH STATE : CA	A. TANF 60	:	Y
ALTERNATE IDENTITY : Y	B. CAL 60	:	Y
LAST COUNTY OF RECORD : 19	C. NON-CAL MONTHS	:	Y
	D. WTW 18/24	:	Y
	EXCEPTIONS INDICATOR		
	A. SANCTIONS	:	N
	B. EXEMPTIONS	:	Y
	C. GOOD CAUSE	:	N
	D. EXTENDER	:	N
	E. REPAY	:	N
	DIVERSION INDICATOR	:	Y
F1=HELP F2=IINQ F3=PREV F4=SCRN F9=NXTSCRN F10=TSUM F11=MEDS F12=TRAC			

### **IDET Screen and Field Dictionary**

Title: Individual Detail  
Screen ID: IDET  
Definition: Displays detailed time clock, exception and diversion payment information for the selected individual.

<b>Fields</b>	<b>Definition</b>
BIRTH COUNTRY	Birth country abbreviation for the individual selected
BIRTH STATE	Birth state abbreviation for the individual selected
ALTERNATE IDENTITY	Additional vital statistic or demographic information. Indicator flagged "Y" or "N."
LAST COUNTY OF RECORD	Two-digit county # for the selected individual's last county involvement.

<b>Fields</b>		<b>Definition</b>
TIME CLOCK INDICATOR	A. TANF 60	TANF 60-month time clock information
		Indicator flagged "Y" or "N"
	B. CAL 60	CalWORKs 60-month time clock information
		Indicator flagged "Y" or "N"
	C. NON-CAL MONTHS	Non-California cash program participation information
		Indicator flagged "Y" or "N"
	D. WTW 18/24	WTW 18/24 employment services time clock
		Indicator flagged "Y" or "N"
EXCEPTION INDICATOR	A. SANCTIONS	Time clock sanction information
		Indicator flagged "Y" or "N"
	B. EXEMPTIONS	Time clock exemption information
		Indicator flagged "Y" or "N"
	C. GOOD CAUSE	Time clock good cause information
		Indicator flagged "Y" or "N"
	D. EXTENDER	Time clock extender information
		Indicator flagged "Y" or "N"
DIVERSION INDICATOR	E. REPAY	Time clock repay information
		Indicator flagged "Y" or "N"
		Diversion payment information
		Indicator flagged "Y" or "N"

### **IDET Screen How-To's and Tips**

<b>If</b>	<b>Screen Field</b>	<b>Tips</b>	<b>Action</b>
<i>Flag displayed</i>	ALTERNATE IDENTITY "Y"	"Y" indicates this individual is associated with additional demographic or vital statistic information.  <i>ALID information will exist only if the flag is "Y".</i>	Visit the Alternate Identity Screen (ALID) for more information on possible alternate identity information including alternate SSN, CIN, County ID, date of birth and/or name.
<i>Flag displayed</i>	TANF "Y"	"Y" indicates that the time clock has been initialized.	Visit the Time Clock Summary Screen (TSUM) for more information.
	CalWORKs "Y"		



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<b>If</b>	<b>Screen Field</b>	<b>Tips</b>	<b>Action</b>
	NON-CAL MONTH "Y"	"Y" indicates that there is Non-California information and that Non-California months have been used in the time clock calculations.	Visit the Time Clock Summary Screen (TSUM) or Non-Cal Participation Update Screen (UNCP) for more information.
	WTW 18/24 "Y"	"Y" indicates that the WTW 18/24-month time clock has been initialized.	Visit the Time Clock Summary Screen (TSUM) for more information.
<i>Flag displayed</i>	Sanctions "Y"	"Y" indicates individual sanction, exemption, good cause or repay information exists in the TRAC system.	Visit the Time Clock Exception/Extension Summary and Time Clock Exception Detail Screens (ESUM and EDET) for more information.
	Exemptions "Y"		
	Good Cause "Y"		
	Repay "Y"		
<i>Flag displayed</i>	Extender "Y"	"Y" indicates individual extender information is active in the TRAC system.	
<i>Flag displayed</i>	Diversion "Y"	"Y" indicates that diversion information exists in the TRAC system.	Visit the Diversion Update (UDIV), Diversion Summary and the Diversion Detail Screens (DSUM and DDET) for more diversion payment information.

## **Alternate Identity (ALID) Screen**

The Alternate Identity (ALID) Screen displays alternate identity information available for the selected individual, including additional names and/or identifier information.

Information displayed in the header section of the ALID screen is based on the individual selected on the ISUM screen.

ALID		TRAC INFORMATION SYSTEM	
12/13/1999			
ALTERNATE IDENTITY			
LAST : SMYTHE	SUF :	CIN : 90008085G	
FIRST : SAMMUEL	DOB : 01/01/1960	SSN : 123-45-6789	
MIDDLE :	SEX : M	ALIEN# :	
TYPE IDENTIFIER			
COUNTY ID :	21-30-7000769-1-01		
SSN :	123456789		
DOB :	08/02/1970		
DOB :	05/02/1980		
LAST :	SMITH		
PAGE: 01/01			
F1=HELP F2=IINQ F3=PREV F4=SCRN F7=UP F8=DOWN F10=TSUM F11=MEDS 12=TRAC			

### **ALID Screen and Field Dictionary**

Title: Alternate Identity  
Screen ID: ALID  
Definition: Displays alternated identity information available for the selected individual.

<i><b>Field</b></i>	<i><b>Definition</b></i>
TYPE	Indicates the type of identifiers by which the individual is known to SCI
IDENTIFIER	The alternate information known based upon the type of identifier displayed

### **ALID Screen How-To's and Tips**

<i><b>If</b></i>	<i><b>Screen Field</b></i>	<i><b>Tips</b></i>	<i><b>Action</b></i>
NA	NA	NA	NA

**Note:** ALID is an informational screen populated with information from SCI, if available, for the selected individual.

## **County Summary (KSUM) Screen**

The County Summary (KSUM) Screen displays a listing of any county welfare departments where an individual has been known and the individual's status in that county.

Information displayed in the header section of the KSUM screen is based on the individual selected on the ISUM screen.

KSUM		TRAC INFORMATION SYSTEM		12/09/1999	
		COUNTY SUMMARY			
LAST	: SMYTHE	SUF	:	CIN	: 90008085G
FIRST	: SAMMUEL	DOB	: 01/01/1960	SSN	: 123-45-6789
MIDDLE	:	SEX	: M	ALIEN#	:
SEL	COUNTY #	CONVERTED	COUNTY NAME	STATUS	
—	01	N	ALAMEDA	INACTIVE	
—	08	Y	DEL NORTE	INACTIVE	
SELECT ONE AND PRESS ENTER					
				PAGE: 01/01	
1=HELP F2=IINQ F3=PREV F4=SCRN F7=UP F8=DOWN F10=TSUM F11=MEDS 12=TRAC					

### **KSUM Screen and Field Dictionary**

Title: County Summary  
Screen ID: KSUM  
Definition: Displays summary information regarding an individual's county involvement, including county conversion indicators.

<b>Field</b>		<b>Definition</b>
SEL		Record selector
COUNTY #		County number
CONVERTED		Indicates whether this county's cash program participation information has been converted
		Indicator flagged "Y" or "N"
COUNTY NAME		County name
STATUS	ACTIVE	Indicates the individual's cash program participation status in the corresponding county
	INACTIVE	

### KSUM Screen How-To's and Tips

<i><b>If</b></i>	<i><b>Screen Field</b></i>	<i><b>Tips</b></i>	<i><b>Action</b></i>
<i>Information is displayed</i>	COUNTY# COUNTY NAME	This is the county number and name where this individual is known to have cash program participation information.  The information is displayed in reverse chronological order, sorted by active, then, inactive records.	Place the cursor next to the county number and press [Enter] to be forwarded to the Program Summary Screen (PSUM) for more cash program participation information for the selected county.
<i>Indicator is "N"</i>	CONVERTED "N"	The cash program participation information for this individual is not coming directly from the county/consortium. Instead, the data is a combination of information contained in SIS) and data derived from MEDS.	Informational
<i>Indicator is "Y"</i>	CONVERTED "Y"	The cash program participation information for this individual is being received directly from a county/consortium system.  Data may be a combination of direct county input and derived MEDS data.	Informational
<i>Information is displayed</i>	ACTIVE	This is cash program participation status only.  Once a county has been selected, only that county information will display on PSUM. To see any other county information, the user must return to KSUM and select the new county.	Place the cursor next to the county number and press [Enter] to be forwarded to the Program Summary Screen (PSUM) for more cash program participation information for the selected county.
	INACTIVE		

## **Program Summary (PSUM) Screen**

The Program Summary (PSUM) Screen displays a summary of the selected individual's cash program participation information from the county record selected from the KSUM screen. All counties associated with the individual will be displayed if the screen is accessed via the Main Menu, F4 or by entering the TRAN ID if no selection has been made on KSUM.

Information displayed in the header section of the PSUM screen is based on the individual selected on the ISUM screen.

PSUM		TRAC INFORMATION SYSTEM				05/04/1999			
PROGRAM SUMMARY									
LAST : SMYTHE		SUFEX :		CIN : 90008085G					
FIRST : SAMUEL		DOB : 01/01/1960		SSN : 123-45-6789					
MIDDLE :		SEX : M		ALIEN# :					
SEL	CNVRTD	COUNTY	AID CD	SERIAL	FBU	PRSN	PROGRAM	START	END
—	N	XX	XX	9999999	9	99	CALWORKS	01/1999	06/1999
—	N	XX	XX	9999999	9	99	CALWORKS	03/1999	03/1999
OVERLAPPING PROGRAM PARTICIPATION : Y									
SELECT ONE AND PRESS ENTER								PAGE: 01/01	
F1=HELP F2=IINQ F3=PREV F4=SCRN F5=UPRG F7=UP F8=DN F10=TSUM F11=MEDS F12=TRAC									

### **PSUM Screen and Field Dictionary**

Title: Program Summary  
Screen ID: PSUM  
Definition: Displays a summary of cash program participation information for the selected individual and the county for which this information is applicable.

<b>Field</b>	<b>Definition</b>
SEL	Record selector
CNVRTD	Indicates whether this county's cash program participation information is coming directly from the county system.
	Indicator flagged "Y" or "N"
COUNTY	Indicates county number for the county associated with the program
AID CD	Indicates the specific aid code

<b>Field</b>	<b>Definition</b>
SERIAL	Indicates the selected individual's Case Serial Number
FBU	Indicates the Family Budget Unit number
PRSN	Indicates the Person Number
PROGRAM	Indicates name of program
START	Indicates the month and year in which the cash program participation was initialized
END	Indicates month and year in which the cash program participation ended
OVERLAPPING PROGRAM PARTICIPATION	Indicator flagged "Y" or "N". "Y" indicates the cash program participation information (listed on the screen) contains a month (or months) in which the individual was in receipt of duplicate benefits, in the same month(s)

### **PSUM Screen How-To's and Tips**

<b>If</b>	<b>Screen Field</b>	<b>Tips</b>	<b>Action</b>
<i>Information is displayed</i>	SEL	The user can see detailed cash program participation information for the selected individual.	Place the cursor next to the cash program participation instance and press [Enter] to be forwarded to the Program Detail Screen (PDET).
<i>If the indicator is "N"</i>	CONVERTED N	The cash program participation information for this individual is not coming directly from the county/consortium. Instead, the data is a combination of information contained in SIS and data derived from MEDS.	Informational
<i>If the indicator is "Y"</i>	CONVERTED Y	The cash program participation information for this individual is being received directly from the county/consortium system. Data may be a combination of direct county input and derived MEDS data.	Informational

<b>If</b>	<b>Screen Field</b>	<b>Tips</b>	<b>Action</b>
<i>Information is displayed</i>	PROGRAM	TRAC carries <b><i>cash program participation information</i></b> only. Active programs are displayed first, descending chronologically, starting with the most recent open-ended program. Inactive programs are listed next, also descending chronologically, by latest discontinuance.  <b><i>Note: All programs will be displayed regardless of the number available. This screen has infinite scrolling.</i></b>	Place the cursor next to the cash program participation instance and press [Enter] to be forwarded to the Program Detail Screen (PDET).
<i>Information is displayed</i>	START MONTH          END MONTH	The start month represents a “through” date. For example, if the start month = 05/99, it means that the individual was active on the associated program through the month of 05/99.  The end month represents a “through” date. For example, if the end month = 10/99, the individual was active on the associated program through the month of 10/99. If the date is blank, then the individual is currently active.	Informational
Program participation will be Added, Modified or Deleted	FUNCTION KEYS	The F5 Key will transfer the screen to Update Program Participation (UPRG).	Press the F5 key at the bottom of the screen to be forwarded to the Update Program Participation (UPRG). Select F7 to Add A Record, F8 to Modify Record, or F9 to Delete a Record.

## **Program Detail (PDET) Screen**

The Program Detail (PDET) Screen displays detailed information about an individual's cash program participation information. The information displayed on the left side of the screen is specific to the program instance selected from the PSUM. The information displayed on the right side of the screen is summary time clock data for the selected individual.

Information displayed in the header section of the PDET screen is based on the individual selected on the ISUM screen.

PDET		TRAC INFORMATION SYSTEM		09/15/2000	
		PROGRAM DETAIL			
LAST :	SMYTHE	SUFFIX :		CIN :	90008085G
FIRST :	SAMMUEL	DOB :	01/01/1960	SSN :	123-45-6789
MIDDLE :		SEX :	M	ALIEN# :	
PROGRAM :	CALWORKS	TANF 60-MONTHS USED :	017		
COUNTY ID :	01-30-1234567-0-01	CAL 60-MONTHS USED :	014		
AID CODE :	30	NON-CAL MONTHS* :	002		
START MONTH :	01/1999	WTW 18/24-MONTHS USED:	005/18		
END MONTH :	06/1999	WTW EXTENSION NUMBER :	000/00		
DISC. REASON CODE :	060				
		EXCEPTION INDICATOR			
POST-AID CHILD CARE PERIOD		A. SANCTIONS	:	N	
BEGIN DATE :	07/01/1999	B. EXEMPTIONS	:	Y	
END DATE :	06/30/2001	C. GOOD CAUSE	:	N	
SOURCE :	COUNTY	D. EXTENDER	:	N	
		E. REPAY	:	N	
		DIVERSION INDICATOR : Y			
*INCLUDED IN MONTHS USED					
F1=HELP F2=IINQ F3=PREV F4=SCRN F5=PREC F6=NREC F10=TSUM F11=MEDS F12=TRAC					

### **PDET Screen and Field Dictionary**

Title: Program Detail  
Screen ID: PDET  
Definition: Displays detailed cash program participation information for the selected individual.

<b>Field</b>	<b>Definition</b>
PROGRAM	Indicates program associated with displayed aid code
COUNTY ID	14-character ID, including County # /Aid Code/ Case Serial # / FBU # / Person #
AID CODE	Indicates specific aid code
START MONTH	Indicates month and year the cash program



Field		Definition
		participation initialized.
END MONTH		Indicates the month and year the cash program participation ended
DISC. REASON CODE		Indicates the reason code for program discontinuance
POST-AID CHILDCARE PERIOD		The 24-month period immediately following the discontinuance from a program
BEGIN DATE		Indicates the beginning of the 24-month post-aid childcare period
END DATE		Indicates the begin date of the post-aid childcare period plus 24 months
TANF 60-MONTHS USED		Indicates the cumulative number of months counted on the selected individual’s TANF 60-month time clock
CAL 60-MONTHS USED		Indicates the cumulative number of months counted on the selected individual’s CalWORKs 60-month time clock
NON-CAL MONTHS*		Indicates months of non-California cash program participation included in the time clock calculation(s)
WTW 18/24-MONTHS USED		Indicates the cumulative number of months counted on the individual’s Welfare to Work 18/24-month time clock
		Indicates the total months that have been allowed for the individual’s workplan
WELFARE TO WORK EXTENSION		Indicates the cumulative number of months counted on the individual’s Welfare to Work extension
		Indicates the total months allowed for the individual’s Welfare to Work extension
EXCEPTION INDICATOR	A. SANCTIONS	Time clock sanction information
		Indicator flagged “Y” or “N”
	B. EXEMPTIONS	Time clock exemption information
		Indicator flagged “Y” or “N”
	C. GOOD CAUSE	Time clock good cause information
		Indicator flagged “Y” or “N”
	D. EXTENDER	Time clock extender information
		Indicator flagged “Y” or “N”
E. REPAY	Time clock repay information	
	Indicator flagged “Y” or “N”	
DIVERSION INDICATOR		Diversion payment information
		Indicator flagged “Y” or “N”

### PDET How-To's and Tips

<i>If</i>	<i>Screen Field</i>		<i>Tips</i>	<i>Action</i>
<i>Date is displayed</i>	START MONTH		The start month represents a begin date. If the start month = 05/99, it means that the individual was active on the associated program beginning in the month 05/99.	Informational
	END MONTH		The end month represents a through date. If the end month = 10/99, it means that the individual was active on the associated program through the month of 10/99. If the date is blank, then the individual is currently active.	Informational
<i>Code is displayed</i>	DISC. REASON CODE		The specific discontinuance reason code detailing the reason for the discontinuance of aid.	Informational
<i>Dates are displayed</i>	POST-AID CHILD CARE PERIOD	BEGIN DATE	This date is computed by the TRAC system and is based on the cash program discontinuance date. The begin date of the post-child care period is the first of the month following the month of the cash program discontinuance. This date will be blank if the individual is currently active.	This field <b>does not</b> identify whether the selected individual is receiving Stages I, II or III childcare. This field represents the period in which a former recipient may <b>potentially</b> be eligible to receive childcare benefits.
		END DATE	This date is computed by the TRAC system and is the begin date of the post-aid childcare period plus 24 months. This date will be blank if the individual is currently active.	
<i>Totals are displayed</i>	TANF 60-MONTHS USED		The cumulative total number of months counted on the individual's TANF 60-month time clock.	Visit the TANF 60- and CalWORKs 60-Month Calendar Screens (TCAL and KCAL) for more information.
<i>Totals are displayed</i>	CAL 60-MONTHS USED		The cumulative total number of months counted on the individual's CalWORKs 60-month time clock.	
<i>Totals are displayed</i>	NON-CAL MONTHS*		Information provided by the county of record and included in TRAC time clock calculation(s).	

<b>If</b>	<b>Screen Field</b>	<b>Tips</b>	<b>Action</b>
<i>Totals are displayed</i>	WTW 18/24-MONTHS USED	Information has been received from the county/consortium that the Welfare to Work Plan sign date or refusal to sign date exists for an individual.  Information in this field is displayed as a fraction: the first integer = total number of months used on the WTW time clock. The second integer = WTW time limit (18 or 24).	Visit the Welfare to WTW 18/24-Month Calendar Screen (WCAL) for more information by placing the cursor next to the county number and pressing [Enter].
<i>Totals are displayed</i>	WTW EXTENSION	Information has been received from the county/consortium that WTW Plan months have been extended for an individual.  Information in this field is displayed like a fraction: the first integer = total number of extension months used. The second integer = total number extension months granted.	
<i>Exception flag are displayed</i>	SANCTIONS "Y"	"Y" indicates that individual has a sanction, exemption, good cause, or repay information..	Visit the Time Clock Exception Summary and Time Clock Exception/ Detail Screens (ESUM and EDET) for more information by placing the cursor next to the county number and pressing [Enter].
	EXEMPTIONS "Y"		
	GOOD CAUSE "Y"		
	REPAY "Y"		
<i>Exception flag are displayed</i>	EXTENDER "Y"	"Y" indicates that individual has extender information.	
<i>Diversion flag displayed</i>	DIVERSION INDICATOR "Y"	Indicates that individual has diversion information..	Visit the Diversion Summary and Detail Screens (DSUM and DDET) for more information.

## **Time Clock Summary (TSUM) Screen**

The Time Clock Summary (TSUM) Screen displays summary information for the TANF 60, CalWORKs 60 and the WTW 18/24- month time clocks. The screen displays the time clock start and end dates, total number of months used, any Non-California months included in the months used calculation, an extension flag (relative to the WTW time clock) and the number of months the county is extending the WTW time clock, if applicable.

Information displayed in the header section of the TSUM screen is based on the individual selected on the ISUM screen.

TSUM		TRAC INFORMATION SYSTEM		09/15/2000	
TIME CLOCK SUMMARY					
LAST : SMYTHE	SUFY :	CIN :	90008085G		
FIRST : SAMMUEL	DOB : 01/01/1960	SSN :	123-45-6789		
MIDDLE :	SEX : M	ALIEN# :			
MONTHS USED INCLUDES NON-CONVERTED DATA: Y					
	TANF 60	CALWORKS 60	WTW 18/24		
TIME CLOCK START MONTH	03/1998	03/1998	02/1999		
TIME CLOCK END MONTH					
MONTHS USED	016	013	005/18		
NON-CAL MONTHS*	002	002	N/A		
WTW EXTENSION	N/A	N/A	N		
WTW EXTENSION MONTHS	N/A	N/A	000/00		
EXCEPTION MONTHS	000	000	000		
REPAY MONTHS	001	001	N/A		
LAST CALCULATED DATE: 12/08/1999					
OVERLAPPING PROGRAM PARTICIPATION: N					
*INCLUDED IN MONTHS USED					
F1=HELP F2=IINQ F3=PREV F4=SCRN F11=MEDS F12=TRAC					

### **TSUM Screen and Field Dictionary**

Title: Time Clock Summary  
Screen ID: TSUM  
Definition: Displays summary TANF 60-month, CalWORKs 60-month and WTW 18/24-month time clock information for the selected individual.

<b>Field</b>	<b>Definition</b>
MONTHS USED INCLUDES NON-CONVERTED DATA	Months used includes cash program participation information from a county that has not converted to the TRAC system
TIME CLOCK START MONTH	Indicates the month and year in which the individual's specified

<b>Field</b>	<b>Definition</b>
	time clocks initialized. A blank space is displayed if the time clock hasn't been initialized
TIME CLOCK END MONTH	Indicates the month and year the individual reached the time clock maximum. A blank space is displayed if the time clock end month is unknown
MONTHS USED	Indicates the cumulative number of months counted on the specified time clock
NON-CAL MONTHS*	Indicates the total number of months of Non-California cash program participation information included in the specified time clock calculation. The field is flagged "NA" if no data is known
EXTENSION	Indicates the county has extended the individual's 18 month WTW clock. Field flagged "Y" or "N" and is blank if no data exists
EXTENSION MONTHS	Indicates the cumulative number of months counted on an individual's Welfare to Work extension
	Indicates the total months that have been allowed for an individual's Welfare to Work extension (00 – 06)
EXCEPTION MONTHS	Indicates total number of exception months an individual has. This total includes extender months.
REPAY MONTHS	Indicates total number of repay months, an individual has.
LAST CALCULATED DATE	Indicates the most recent date the time clock calculation was performed for the selected individual
OVERLAPPING PROGRAM PARTICIPATION	Indicator flagged "Y" or "N." A "Y" indicates the cash program participation information contains a month or months in which the individual was active on more than one aid code in the same month(s)

### **TSUM Screen How-To's and Tips**

<b>If</b>	<b>Screen Field</b>	<b>Tips</b>	<b>Action</b>
<i>Non-Converted Flag</i>	MONTHS USED INCLUDES NON-CONVERTED DATA "Y"	The time clock data for this individual is not coming directly from the county/consortium system. Instead, the information is a combination of data contained in SIS and data being derived daily from MEDS.	
<i>Dates are</i>	TIME CLOCK START MONTH	The month and year the individual's time clock initialized.	

<b>If</b>	<b>Screen Field</b>	<b>Tips</b>	<b>Action</b>
<i>displayed</i>	TIME CLOCK END MONTH	This field will be blank until the individual has reached the designated maximum for the specified time clock.	The TRAC system provides a report file that identifies those individuals approaching or exceeding time clock maximums. See the <i>Approaching Time Limits</i> or <i>Exceeding Time Limits</i> report files.
<i>Totals are displayed</i>	MONTHS USED	A cumulative total of the number of months counted on the specified time clock. Does not include extender months.	Visit the TANF 60-, CalWORKs 60- and the WTW 18/24-Month Calendar Screens (TCAL, KCAL, and WCAL) for more information.
	NON-CAL MONTHS*	Months of Non-California cash program participation information included in the time clock calculation(s).	
<i>Extension flag is displayed</i>	EXTENSION "Y"	A "Y" flag indicates the county has extended the individual's 18-month WTW time clock.	
<i>Totals are displayed</i>	EXTENSION MONTHS	A numeric figure between one and six months. Displayed as a fraction. Will be blank until the county makes a decision to extend.	
	EXCEPTION MONTHS	Total number of exception months an individual has, including extender.	
	REPAY MONTHS	Total number of repay months an individual has.	
<i>Information is displayed</i>	LAST CALCULATED DATE	<p>This date identifies the last date time clocks were calculated for the selected individual.</p> <p>It is recommended that the user check this date to validate that information sent to WDTIP has been included in the total of the months displayed.</p> <p>Furthermore, it is recommended that the user check the Last Calculated Date one day after changes are made to the TRAC update screens as time clocks are not updated in the TRAC system immediately. Time clock information is processed in the nightly batch process.</p>	

## **Diversion Summary (DSUM) Screen**

The Diversion Summary (DSUM) Screen displays diversion information for the selective individual including the diversion aid code, a brief description of the aid code, the diversion period start month, the diversion period end month and the county number corresponding to the county issuing the diversion payment.

Information displayed in the header section of the DSUM screen is based on the individual selected on the ISUM screen.

DSUM		TRAC INFORMATION SYSTEM		09/15/2000	
		DIVERSION SUMMARY			
LAST	: SMYTHE	SUFFIX	:	CIN	: 790008580G
FIRST	: SAMMUEL	DOB	: 01/01/1960	SSN	: 123-45-6789
MIDDLE	:	SEX	: M	ALIEN#	:
SEL	AID CODE	DESCRIPTION	START MONTH	END MONTH	COUNTY #
_	3J	CalWORKs-ALL FAMILIES	10/1999	12/1999	19
<p>SELECT ONE AND PRESS ENTER</p> <p>PAGE: 01/01</p> <p>F1=HELP F2=IINQ F3=PREV F4=SCRN F7=UP F8=DOWN F10=TSUM F11=MEDS F12=TRAC</p>					

## **DSUM Screen and Field Dictionary**

Title: Diversion Summary  
Screen ID: DSUM  
Definition: Displays diversion information for the selected individual.

<b>Field</b>	<b>Definition</b>
SEL	Record selector.
AID CODE	Identifies the aid code.
DESCRIPTION	Provides a description of the type of diversion the selected individual is receiving.
START MONTH	Identifies the start month of the diversion period.
END MONTH	Identifies the end month of the diversion period.
COUNTY #	Identifies the county issuing the diversion payment.

### **DSUM Screen How-To's and Tips**

<b><i>If</i></b>	<b><i>Screen Field</i></b>	<b><i>Tips</i></b>	<b><i>Action</i></b>
<i>A diversion record is displayed</i>	SEL	More detailed information about the diversion instance is available.	Place the cursor next to a specific diversion record and press the [Enter] key to be forwarded to the Diversion Detail Screen (DDET).
<i>Dates are displayed</i>	START MONTH	The diversion start month is a "through" not "to" month. The diversion period is represented by the value of the diversion payment divided by the Maximum Aid Paid (MAP) for the apparently eligible assistance unit at the time of the initial application.	
	END MONTH	This month represents a "through" month, not a "to" month. The diversion period is represented by the value of the diversion payment divided by the Maximum Aid Paid (MAP) for the apparently eligible assistance unit at the time of the initial application.	



## **Diversion Detail (DDET) Screen**

The Diversion Detail (DDET) Screen displays detailed information about the diversion instance selected on the DSUM. The information displayed on this screen includes all information necessary to calculate the impact of the diversion instance on the TANF and CalWORKs 60-month time clocks.

Information displayed in the header section of the DDET screen is based on the individual selected on the ISUM screen.

DDET		TRAC INFORMATION SYSTEM		09/15/2000	
		DIVERSION DETAIL			
LAST :	SMYTHE	SUFFIX :		CIN :	90008580G
FIRST :	SAMMUEL	DOB :	01/01/1960	SSN :	123-45-6789
MIDDLE :		SEX :	M	ALIEN# :	
DIVERSION AID CODE		: 3J			
DESCRIPTION		: Diversion-CalWORKs-All Families			
DIVERSION PAYMENT DATE		: 10/01/1999			
DIVERSION AMOUNT		: 3,000.00			
DIVERSION FED ASSIST		: N			
DIVERSION PERIOD START MONTH		: 10/1999			
DIVERSION PERIOD END MONTH		: 12/1999			
DIVERSION CONDITION		: D			
DIVERSION TANF MONTHS		: 00			
DIVERSION CALWORKS MONTHS		: 01			
EXCEPTIONS		: N			
COUNTY #		: 19			
<p>F1=HELP F2=IINQ F3=PREV F4=SCRN F5=PREC F6=NREC F10=TSUM F11=MEDS  F12=TRAC</p>					

### **DDET Screen and Field Dictionary Title:**

Title: Diversion Detail  
Screen ID: DDET  
Definition: Displays detailed information regarding a specific diversion payment for the selected individual.

<b>Field</b>	<b>Definition</b>
DIVERSION AID CODE	Identifies the aid code.
DESCRIPTION	Provides a brief description of the type of diversion the selected individual is receiving.
DIVERSION PAYMENT DATE	Identifies the date the diversion payment was made.
DIVERSION AMOUNT	Identifies the dollar amount for the diversion payment
DIVERSION FED ASSIST	A Yes/No flag indicating whether or not the diversion payment meets the definition of TANF assistance. If you indicate "Y," the month will be counted on the TANF 60-month time clock.

<b>Field</b>	<b>Definition</b>
DIVERSION PERIOD START MONTH	Identifies the start month of the diversion period
DIVERSION PERIOD END MONTH	Identifies the end month of the diversion period
DIVERSION CONDITION	Indicates the status of the diversion payment: "D" = initial, "A" = Apply and "R" = Repay
DIVERSION TANF MONTHS	Indicates the number of months added to the TANF time clock as a result of the diversion payment
DIVERSION CalWORKs MONTHS	Indicates the number of months added to the CalWORKs time clock as a result of the diversion payment
EXCEPTIONS	Indicates if the selected individual received an exception during the diversion period. The field is flagged "Y" or "N"
COUNTY #	Identifies the county number for the county issuing the diversion payment

### **DDET Screen How-To's and Tips**

<b>If</b>	<b>Screen Field</b>	<b>Tips</b>	<b>Action</b>
<i>Date is displayed</i>	DIVERSION PAYMENT DATE	The month of the diversion payment is counted towards the CalWORKs 60-month or TANF-60 time clock if the diversion condition = D.	
<i>Date is displayed</i>	DIVERSION PERIOD START MONTH	The diversion period is represented by the value of the diversion payment divided by the Maximum Aid Paid (MAP) for the apparently eligible assistance unit at the time of the initial application. Months of the Diversion Period are counted toward the CalWORKs-60 Month time clock if the condition = A.	
<i>Code is displayed</i>	DIVERSION CONDITION	"D" Indicates the diversion payment is new. An initial diversion month will count on the TANF time clock (if the FED ASSIST flag is Y) or CalWORKs time clock unless the individual meets applicable exception criteria.	Visit the TANF 60-Month Calendar and CalWORKs 60-Month Calendar Screens (TCAL and KCAL) for more information.
		"A" Indicates the individual has reapplied for CalWORKs, within the diversion period, and has elected to have the months in the diversion period <i>applied</i> to the CalWORKs time clock. All months in the diversion period would be added to the CalWORKs-60 time clock on a month-to-month basis unless the individual meets applicable exception criteria.	

<i><b>If</b></i>	<i><b>Screen Field</b></i>	<i><b>Tips</b></i>		<i><b>Action</b></i>
		"R"	Indicates the individual has reapplied for CalWORKs within the diversion period, and has elected to <i><b>repay</b></i> the diversion payment. No months of the diversion period would then count toward the TANF or CalWORKs time clock.	
<i>Flag is displayed</i>	EXCEPTIONS	"Y"	Indicates the individual has met applicable TANF or CalWORKs exception criteria.	Visit the Time Clock Exception Summary and Time Clock Exception Detail Screens (ESUM and EDET) for more information.

## **Time Clock Exception Summary (ESUM) Screen**

The Time Clock Exception Summary (ESUM) Screen displays a summary of all exceptions for an individual. This screen details the reason code for the exception, a description of the reason, the start and end months of the exception and the county sending the exception information to the TRAC system.

Information displayed in the header section of the ESUM screen is based on the individual selected on the ISUM screen.

ESUM		TRAC INFORMATION SYSTEM		10/22/2001	
TIME CLOCK EXCEPTION SUMMARY					
LAST	: SMYTHE	SUFY	:	CIN	: 90008580G
FIRST	: SAMMUEL	DOB	: 01/01/1960	SSN	: 123-45-6789
MIDDLE	:	SEX	: M	ALIEN#	:
SEL	REASON	DESCRIPTION	CTY-AID-SER-FBU-PRSN	START	END
_	302	Disabled	19-30-9999999-9-99	03/1998	04/1998
<p style="text-align: center;">SELECT ONE AND PRESS ENTER</p> <p>F1=HELP F2=IINQ F3=PREV F4=SCRN F5=UPEX F7=UP F8=DN F10=TSUM F11=MEDS F12=TRAC</p>					

### **ESUM Screen and Field Dictionary**

Title: Time Clock Exception Summary  
Screen ID: ESUM  
Definition: Displays a summary of an individual's time clock exception information.

<b>Field</b>	<b>Definition</b>
SEL	Record selector.
REASON	Indicates the exception reason code.
DESCRIPTION	Provides the description of the reason for the specific exception.
CTY-AID-SER-FBU-PRSN	Indicates the County ID (County #, Aid Code, Case Serial Number, Family Budget Unit and Person #) of the county that sent the exception information to the TRAC system.
START	Indicates the month the exception initialized.
END	Indicates the month the individual no longer met exception criteria.

## ESUM Screen How-To's and Tips

<b><i>If</i></b>	<b><i>Screen Field</i></b>	<b><i>Tips</i></b>	<b><i>Action</i></b>
<i>An exception record id displayed</i>	SEL	Place the cursor next to a specific exception instance.	Visit the Time Clock Exception Detail (EDET), Screen by pressing [Enter] to access more information.
<i>Information is displayed</i>	DESCRIPTION	This field provides a brief description of the reason for the individual's exception.	
<i>Exception Added, Modified or Deleted</i>	FUNCTION KEYS	The F5 Key will transfer the screen to Update Program Exception (UPEX).	Press the F5 function key and to be forwarded to the Update Program Exception (UPEX) Screen. Once in UPEX, select F7 to Add a Record, F8 to Modify a Record, or F9 to Delete an Exception.

## **Time Clock Exception Detail (EDET) Screen**

The Time Clock Exception Detail (EDET) Screen displays detailed information about the selected individual's exception including the exception type, description, reason code, exception start and end months, the individual's current status in the CalWORKs program, and the impact of this exception on the three time clocks.

Information displayed in the header section of the EDET screen is based on the individual selected on the ISUM screen.

EDET	TRAC INFORMATION SYSTEM	09/15/2000
TIME CLOCK EXCEPTION DETAIL		
LAST : DOE	SUFFIX :	CIN : 90008580G
FIRST : JOHN	DOB : 01/01/1960	SSN : 123-45-6789
MIDDLE :	SEX : M	ALIEN# :
EXCEPTION TYPE : 03		
DESCRIPTION : Disabled		
EXCEPTION REASON : 302		
EXCEPTION START MONTH : 03/1998		
EXCEPTION END MONTH : 04/1998		
CALWORKS PROGRAM STATUS : INACTIVE		
TANF 60-CLOCK AFFECTED : N		
CALWORKS 60-CLOCK AFFECTED : Y		
WTW 18/24-CLOCK AFFECTED : Y		
COUNTY # : 01		
F1=HELP F2=IINQ F3=PREV F4=SCRN F5=PREC F6=NREC F10=TSUM F11=MEDS F12=TRAC		

### **EDET Screen and Field Dictionary**

Title: Time Clock Exception Detail  
Screen ID: EDET  
Definition: Displays the selected individual's detailed time clock exception information.

<b>Field</b>	<b>Definition</b>
EXCEPTION TYPE	Indicates the type of exception.
DESCRIPTION	Provides a brief description of the specific exception.
EXCEPTION REASON	Identifies the exception reason code.
EXCEPTION START MONTH	Identifies the start month of the exception.
EXCEPTION END	Identifies the month in which the individual no longer meets exception criteria.

<b>Field</b>	<b>Definition</b>
MONTH	
CalWORKs PROGRAM STATUS	Indicates the individual's current status in the CalWORKs program. Valid values are "Active" or "Inactive."
TANF 60-CLOCK AFFECTED	Indicates whether the TANF 60-month time clock was stopped. Field is flagged "Y" or "N."
CalWORKs 60-CLOCK AFFECTED	Indicates whether the CalWORKs 60-month time clock was stopped. Field is flagged "Y" or "N."
WTW 18/24 CLOCK AFFECTED	Indicates whether the WTW 18/24-month time clock was stopped. Field is flagged "Y" or "N."
COUNTY #	Identifies the county that sent the exception record to the TRAC system.

### **EDET How-To's and Tips**

<b>If</b>	<b>Screen Field</b>		<b>Tips</b>	<b>Action</b>
<i>Exception Type Code is displayed</i>	EXCEPTION TYPE	01 = Penalty 02 = Sanction 03 = Exemption 04 = Good Cause 05 = Excluded Person 06 = Extender 07 = Repay	Exceptions are divided into seven categories and have different impacts on time clock calculations.	Visit the TANF 60-, the CalWORKs 60-, and the WTW 18/24-Month Calendar Screens (TCAL, KCAL and WCAL) for more information.
<i>Information is displayed</i>	CalWORKs PROGRAM STATUS	ACTIVE INACTIVE	This program status corresponds with the county number listed on the screen.	

## **Welfare To Work Summary (WSUM) Screen**

The Welfare To Work Summary (WSUM) Screen is a summary of all Welfare To Work (WTW) plan sign dates for an individual. The screen details the county sending the sign date, the sign/refusal date, 18/24-month indicator, number of extension months and the date the record was received by WDTIP. The first date displayed is the date used to calculate the Welfare To Work 18/24 Month time clock.

Information displayed in the header section of the WSUM screen is based on the individual selected on the ISUM screen.

WSUM		TRAC INFORMATION SYSTEM		02/21/2001	
		WELFARE TO WORK SUMMARY			
LAST	: SMYTHE	SUFFIX	:	CIN	: 90008580G
FIRST	: SAMMUEL	DOB	: 01/01/1960	SSN	: 123-45-6789
MIDDLE	:	SEX	: M	ALIEN#	:
CNTY#	WORKPLAN	SIGN/REF DT	18/24 MONTH IND	EXTENSION MTHS	RECEIVED DT
PAGE: 01/01					
F1=HELP F2=IINQ F3=PREV F4=SCRN F7=UP F8=DOWN F10=TSUM F11=MEDS F12=TRAC					

### **SUM Screen and Field Dictionary**

Title: Welfare To Work Summary  
Screen ID: WSUM  
Definition: Displays an individual's Welfare To Work Plan Sign/Refusal Dates.

<b>Field</b>	<b>Definition</b>
CNTY #	Identifies the county number for the county sending the Welfare to Work Plan Sign Date.
WORKPLAN SIGN/REF DT	Indicates the date the individual signed or refused to sign the Welfare to Work Plan.
18/24 MONTH IND	Indicates if the individual has an 18-month or 24 month time clock.
EXTENSION MTHS	Indicates the total number of extension months granted (by the county) to the selected individual.
RECEIVED DT	Indicates the date the Welfare To Work Plan Sign Date was received by WDTIP.



### WSUM Screen How-To's and Tips

<b><i>If</i></b>	<b><i>Screen Field</i></b>	<b><i>Tips</i></b>	<b><i>Action</i></b>
<i>Date is displayed</i>	WORKPLAN SIGN/REF DT	The first date listed is used to initiate the Welfare to Work time clock.	Visit WTW 18/24-Month Calendar Screen (WCAL) for more information.
<i>Date is displayed</i>	RECEIVED DT	This is the date the record was received by WDTIP. This date is used to sort the records on the screen.	Informational

## **TANF 60-Month Calendar (TCAL) Screen**

The TANF 60-Month Calendar (TCAL) Screen displays the total number of TANF 60-months used for the selected individual. The calendar in the bottom portion of the screen displays a letter for each month indicating whether or not that month was included in the total computation.

“Y” is used to indicate that this month counted on the TANF 60-month calendar. “N” is used to indicate that this month did not count on the TANF 60-month calendar. “E” is used to indicate that this month was exempt and did not impact the TANF 60-month calendar. A “--” is used to indicate that no cash program participation information was received for this month (the selected individual was not on aid during this month). “R” is used to indicate that the month does not count on the TANF 60-month calendar because the individual repaid an overpayment of aid.

Information displayed in the header section of the TCAL screen is based on the individual selected on the ISUM screen.

TCAL	TRAC INFORMATION SYSTEM		09/15/2000									
	TANF 60-MONTH CALENDAR											
LAST : DOE	SUFx :	CIN : 90008580G										
FIRST : JOHN	DOB : 01/01/1960	SSN : 123-45-6789										
MIDDLE :	SEX : M	ALIEN# :										
TANF 60-MONTHS USED INCLUDES NON-CONVERTED DATA : N												
TANF 60-MONTH TIME CLOCK START MONTH		: 11/1997										
TANF 60-MONTH TIME CLOCK END MONTH		:										
TANF 60-MONTHS USED		: 013										
NON-CAL MONTHS (INCLUDED IN MONTHS USED)		: 002										
EXCEPTION MONTHS		: 001										
REPAY MONTHS		: 001										
	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
1999	Y	Y	Y	R	Y	Y	-	-	-	-	-	-
1998	-	-	Y	Y	Y	E	Y	N	Y	Y	-	-
1997	-	-	-	-	-	-	-	-	-	-	Y	Y
1996	-	-	-	-	-	-	-	-	-	-	-	-
PAGE: 01/01												
F1=HELP F2=IINQ F3=PREV F4=SCRN F7=UP F8=DOWN F10=TSUM F11=MEDS F12=TRAC												

## **TCAL Screen and Field Dictionary**

Title: TANF 60-Month Calendar  
Screen ID: TCAL  
Definition: Displays an individual's TANF months. The TRAC system provides TANF data from August 1996.

<b>Field</b>	<b>Definition</b>
TANF 60-MONTH USED INCLUDES NON-CONVERTED DATA	Indicates whether the computation of months used includes cash program participation information from a county or counties that have not converted to the TRAC system. Field is flagged "Y" or "N"
TANF 60-MONTH TIME CLOCK START MONTH	Indicates the month and year in which the individual's TANF time clock was initialized
TANF 60-MONTH TIME CLOCK END MONTH	Indicates the month and year the individual reached the TANF time clock maximum
TANF 60-MONTHS USED	Indicates individual's cumulative number of months counted on the TANF time clock
NON-CAL MONTHS (INCLUDED IN MONTHS USED)	Indicates an individual's cumulative number of non-California cash program participation month(s) included in the TANF time clock calculation(s)
EXCEPTION MONTHS	Indicates an individual's cumulative number of months excepted from the TANF time clock
REPAY MONTHS	Indicates an individual's cumulative number of months excepted from the TANF time clock because the individual repaid an overpayment of aid.
CALENDAR	A calendar displaying the months and years covered by the selected individual's TANF time clock. Field is flagged "Y", "N", "E", "R" or "-"

## **TCAL How-To's and Tips**

<b>If</b>	<b>Screen Field</b>	<b>Tips</b>	<b>Action</b>
<i>Flag is displayed</i>	TANF 60-MONTHS USED INCLUDES NON-CONVERTED DATA "Y"	Indicates whether the computation of TANF 60-months used includes cash program participation information from a county or counties that have not converted to the TRAC system. Field is flagged "Y" or "N."	

<b>If</b>	<b>Screen Field</b>		<b>Tips</b>	<b>Action</b>
<i>Date is displayed</i>	TANF START MONTH		Displays the start month when the selected individual's TANF 60-month time clock initialized to count.	
	TANF 60-MONTH TIME CLOCK END MONTH		This field will be blank until the individual has reached the TANF 60-month time limit.	Visit the Program Summary Screen (PSUM) for more information.
<i>Total is displayed</i>	TANF MONTH USED		Displays the total TANF 60-months used by the selected individual.	
	NON-CAL MONTHS		Displays the total non-California TANF 60-months used by the selected individual.	
	EXCEPTION MONTHS		Indicates an individual's cumulative number of months excepted from the TANF time clock.	Visit the Time Clock Exception Summary and Time Clock Exception Detail Screens (ESUM and EDET) for more information.
	REPAY MONTHS		Indicates that the month does not count on the TANF time clock because the individual repaid an overpayment of aid.	
<i>Code is displayed</i>	CALENDAR	"Y"	Indicates the month counted on the TANF time clock.	
		"E"	Indicates the month was excepted from the TANF time clock.	
		"_"	Indicates no cash program participation information was received for the month (the individual was not on aid during that month).	
		"N"	Indicates the month did not count on the TANF calendar.	

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<i><b>If</b></i>	<i><b>Screen Field</b></i>		<i><b>Tips</b></i>	<i><b>Action</b></i>
		"R"	Indicates that the month does not count on the TANF time clock because the individual repaid an overpayment of aid.	

## **CalWORKs 60-Month Calendar (KCAL) Screen**

The CalWORKs 60-Month Calendar (KCAL) Screen displays the total number of CalWORKs months used for the selected individual. A single character is displayed for each month, indicating whether that month is included in the total computation.

“Y” is used to indicate that this month counted on the CalWORKs 60-month calendar. “N” is used to indicate that this month did not count on the CalWORKs 60-month calendar. “E” is used to indicate that this month was an exception and did not impact the CalWORKs 60-month time clock. “2” indicates the individual received a CalWORKs payment and opted to apply a Diversion period for those months. A “--” is used to indicate that no cash program participation information was received for this month (the selected individual was not on aid during this month). “X” is used to indicate that the individual’s cash program participation has been extended beyond month 60. “R” is used to indicate that the month does not count on the CalWORKs 60-month calendar because the individual repaid an overpayment of aid.

Information displayed in the header section of the KCAL screen is based on the individual selected on the ISUM screen.

KCAL		TRAC INFORMATION SYSTEM		2/23/2003								
CALWORKS 60-MONTH CALENDAR												
LAST	: SMYTHE	SUFEX	:	CIN	: 90008580G							
FIRST	: SAMMUEL	DOB	: 01/01/1941	SSN	: 123-45-6789							
MIDDLE	:	SEX	: M	ALIEN#	:							
CALWORKS 60-MONTHS USED INCLUDES NON-CONVERTED DATA: N												
CALWORKS 60-MONTH TIME CLOCK START MONTH : 01/1998												
CALWORKS 60-MONTH TIME CLOCK END MONTH : 03/2003												
CALWORKS 60-MONTHS USED : 062												
NON-CAL MONTHS (INCLUDED IN MONTHS USED) : 000												
EXCEPTION MONTHS (EXCLUDES EXTENDERS) : 002												
EXTENDER MONTHS (INCLUDED IN MONTHS USED) : 001												
REPAY MONTHS : 001												
	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
2003	Y	Y	Y	X	-	-	-	-	-	-	-	-
2002	Y	Y	R	Y	Y	Y	Y	Y	Y	Y	Y	Y
2001	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
2000	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
1999	Y	Y	Y	Y	E	Y	E	Y	Y	Y	Y	Y
PAGE: 01/02												
F1=HELP F2=IINQ F3=PREV F4=SCRN F7=UP F8=DOWN F10=TSUM F11=MEDS F12=TRAC												

## **KCAL Screen and Field Dictionary**

Title: CalWORKs 60-Month Calendar  
Screen ID: KCAL  
Definition: Displays CalWORKs months used for the selected individual. The TRAC system provides CalWORKs data from January 1998.

<b>Field</b>	<b>Definition</b>
CalWORKs 60-MONTHS USED INCLUDES NON-CONVERTED DATA	Indicates whether the computation of CalWORKs months used includes cash program participation information from a county or counties that have not converted to the TRAC system. Field is flagged "Y" or "N."
CalWORKs 60-MONTH TIME CLOCK START MONTH	Indicates the month and year the individual's CalWORKs time clock initialized.
CalWORKs 60-MONTH TIME CLOCK END MONTH	Indicates the month and year when the individual reached the CalWORKs time clock maximum.
CalWORKs 60-MONTHS USED	Indicates the selected individual's cumulative number of months counted on the CalWORKs time clock.
NON-CAL MONTHS (INCLUDED IN MONTHS USED)	Indicates the selected individual's cumulative number of non-California cash program participation month(s) included in the CalWORKs time clock calculation(s).
EXCEPTION MONTHS	Indicates an individual's cumulative number of months excepted from the CalWORKs time clock.
EXTENDER MONTHS	Indicates an individual's cash program participation was extended beyond month 60.
REPAY MONTHS	Indicates that the month does not count on the CalWORKs 60-month calendar because the individual repaid an overpayment of aid.
CALENDAR	A calendar displaying the months and years covered by the selected individual's CalWORKs time clock.

## **KCAL Screen How-To's and Tips**

<b>If</b>	<b>Screen Field</b>	<b>Tips</b>	<b>Action</b>
<i>Flag is displayed</i>	CalWORKs 60-MONTH USED INCLUDES NON-CONVERTED DATA "Y"	Indicates whether the computation of CalWORKs 60-months used includes cash program participation information from a county or counties that have not converted to the TRAC system. Field is flagged "Y" or "N."	

<b>If</b>	<b>Screen Field</b>	<b>Tips</b>	<b>Action</b>
<i>Date is displayed</i>	CalWORKs 60-MONTH TIME CLOCK START MONTH	Displays the CalWORKs start month for the selected individual.	Visit the Program Summary, Time Clock Exception/ Extension Summary and Time Clock Summary Screens (PSUM, TSUM and ESUM) for more information.
	CalWORKs 60-MONTH TIME CLOCK END MONTH	This field will be blank until the individual has reached the CalWORKs 60-month time limit.	
<i>Total is displayed</i>	CalWORKs 60-MONTHS USED	This field displays the total number of CalWORKs months used.	
	NON-CAL MONTHS*	This field displays the total number of non-California cash program participation months used.	
	EXCEPTION MONTHS	Indicates an individual's cumulative number of months excepted from the CalWORKs time clock	
	EXTENDER MONTHS	Indicates individual's cash program participation was extended beyond month 60.	
	REPAY MONTHS	Indicates that the month does not count on the CalWORKs 60-month time clock because the individual repaid an over payment of aid.	
<i>Code is displayed</i> CALENDAR	"Y"	Indicates the month counted on the CalWORKs time clock.	
	"E"	Indicates the month was excepted from the CalWORKs time clock.	
	"_"	Indicates no cash program participation information was received for the month (the individual was not on aid during that month).	
	"N"	Indicates the month did not count on the CalWORKs calendar.	
	"2"	Indicates the month will count 2 clicks on the CalWORKs clock.	



<i><b>If</b></i>	<i><b>Screen Field</b></i>	<i><b>Tips</b></i>	<i><b>Action</b></i>
	"X"	Indicates cash program participation was extended beyond month 60.	
	"R"	Indicates that the month does not count on the CalWORKs 60-month calendar because the individual repaid an overpayment of aid.	

## **WTW 18/24-Month Calendar (WCAL) Screen**

The WTW 18/24-Month Calendar (WCAL) Screen is the final inquiry screen and displays the total number of Welfare to Work months used for the selected individual. A single character is displayed for each month, indicating whether that month is included in the total computation. (*Note:* The WTW clock was eliminated effective December 1, 2004).

“Y” is used to indicate that this month counted on the WTW 18/24-month calendar. “N” is used to indicate that this month did not count on the WTW 18/24-month calendar. “E” is used to indicate that this month was an exception and did not impact the WTW 18/24-month calendar. A “--” is used to indicate that no cash program participation information was received for this month (the selected individual was not on aid during this month).

Information displayed in the header section of the WCAL screen is based on the individual selected on the ISUM screen.

WCAL		TRAC INFORMATION SYSTEM		09/15/2000																											
		WTW 18/24-MONTH CALENDAR																													
LAST	: SMYTHE	SUF	:	CIN	: 90008580G																										
FIRST	: SAMMUEL	DOB	: 01/01/1960	SSN	: 123-45-6789																										
MIDDLE	:	SEX	: M	ALIEN#	:																										
WORKPLAN SIGN/REFUSAL DATE		: 02/16/1999																													
COUNTY OF RECORD		: 01																													
WTW 18/24-MONTH TIME CLOCK START MONTH		: 03/1999																													
WTW 18/24-MONTH TIME CLOCK END MONTH		:																													
WTW 18/24-MONTHS USED		: 004/18																													
EXCEPTION MONTHS		: 000																													
EXTENSION MONTHS		: 000/00																													
<table border="0"> <tr> <td></td> <td>JAN</td> <td>FEB</td> <td>MAR</td> <td>APR</td> <td>MAY</td> <td>JUN</td> <td>JUL</td> <td>AUG</td> <td>SEP</td> <td>OCT</td> <td>NOV</td> <td>DEC</td> </tr> <tr> <td>1999</td> <td>-</td> <td>-</td> <td>Y</td> <td>Y</td> <td>Y</td> <td>Y</td> <td>-</td> <td>-</td> <td>-</td> <td>-</td> <td>-</td> <td>-</td> </tr> </table>							JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	1999	-	-	Y	Y	Y	Y	-	-	-	-	-	-
	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC																			
1999	-	-	Y	Y	Y	Y	-	-	-	-	-	-																			
PAGE 01/01																															
F1=HELP F2=IINQ F3=PREV F4=SCRN F7=UP F8=DOWN F10=TSUM F11=MEDS F12=TRAC																															

### **WCAL Screen and Field Dictionary**

Title: WTW 18/24-Month Calendar  
Screen ID: WCAL  
Definition: Displays WTW 18/24-months used for the selected individual. The TRAC system provides Welfare to Work data from January 1998.

#### **Field**

#### **Definition**

<b>Field</b>	<b>Definition</b>
WORKPLAN SIGN/REFUSAL DATE	Indicates the date the individual signed or refused to sign the Welfare to Work Plan.
COUNTY OF RECORD	Indicates the county with ownership of the WTW Plan sign or refusal to sign date record.
WTW 18/24-MONTH TIME CLOCK START MONTH	Indicates the month and year the individual's WTW time clock initialized.
WTW 18/24-MONTH TIME CLOCK END MONTH	Indicates the month and year the individual reached the WTW time clock maximum.
WTW 18/24-MONTHS USED	Indicates the selected individual's cumulative total number of months counted toward the WTW time clock.
EXCEPTION MONTHS	Indicates an individual's cumulative number of months excepted from the WTW 18/24-month time clock.
EXTENSION MONTHS	Indicates the total number of extension months granted (by the county) to the selected individual.
CALENDAR	A calendar displaying the months and years covered by the individual's WTW time clock.

### **WCAL Screen How-To's and Tips**

<b>If</b>	<b>Screen Field</b>	<b>Tips</b>	<b>Action</b>
<i>Date is displayed</i>	WORKPLAN SIGN/REFUSAL DATE	This date initializes the WTW 18/24-month time clock.	Informational
<i>Date is displayed</i>	WTW 18/24-MONTH TIME CLOCK START MONTH	This field will display the first of the month following the Workplan Sign/Refusal Date.	Informational
<i>Date is displayed</i>	WTW 18/24 MONTH TIME CLOCK END MONTH	This field is blank until the individual has reached the WTW 18/24-month time limit.	Informational
<i>Total is displayed</i>	WTW 18/24MONTHS USED	The total is displayed as a fraction: the total number of months used/ the number of months initially available.	Visit the Time Clock Exception/Extension Summary and Time Clock Exception/Extension Detail Screens (ESUM and EDET) for more information.
	EXCEPTION MONTHS	Indicates an individual's cumulative number of months excepted from the WTW time clock.	
	EXTENTION MONTHS	This will be a number between zero and six.	
<i>Code is displayed</i>	CALENDAR	"Y"	"Y" indicates that the month is counted on the WTW 18/24-month time clock.

<b><i>If</i></b>	<b><i>Screen Field</i></b>	<b><i>Tips</i></b>		<b><i>Action</i></b>
<i>Code is displayed</i>	CALENDAR	"E"	"E" indicates that the month is excepted from the WTW 18/24-month time clock and does not affect the WTW months used.	
<i>Code is displayed</i>	CALENDAR	--	This character is displayed for each month indicating no cash program participation information was received for that month (the individual was not on aid in the month).	
		"N"	Indicates the month did not count towards the WTW 18/24-month calendar.	

---

## **TRAC Update Screens**

There are seven TRAC online update screens. The Non-California Participation Update (UNCP), Diversion Update (UDIV), Child Support Reimbursement Update (UCSR) and, Supportive Services Only Update (USSO), give counties a means to provide mandatory time clock data when it is not captured in their current eligibility systems. The AIND allows the addition of participants not entered previously. The UPRG allows updates, additions and deletions of program participation and the UPEX allows updates, additions and deletions of Exceptions. The update screens allow counties to enter updates to TRAC, based on the county user's MEDS security profiles. Users with MEDS Update access will have update capabilities and those with MEDS Inquiry access will have inquiry capabilities only.

The following pages provide step-by-step instructions for using the update screens, details of screen design and functionality and tips for the user.

### **Design**

The UNCP, UDIV, UCSR and USSO screens allow users with "update access" to perform online entry and update transactions (only if their county system cannot send updates to WDTIP using the batch process). The screens are divided into an upper and lower portion. The upper portion of the screen displays any history for the selected individual. The upper portion is used to modify or delete existing records for an individual. The bottom portion of the screen is used to add new records, as needed, for an individual.

The UPRG, UPEX and AIND screens display a single record at a time. Users with "update access" to TRAC can Add, Modify and Delete records on these screens. To access the UPRG and UPEX Screen, a user must first choose a record from the PSUM and ESUM Screens. To access the AIND screen the user must first enter a search in IINQ. The user may either be transferred to the ISUM screen or may get the message 'NO MATCH FOUND FOR CRITERIA ENTERED.' In all cases to go to the UPRG, UPEX and AIND screens from PSUM, ESUM and IINQ/ISUM the user must press the PF5 Key.

### **Access**

If a user has MEDS "update" access, then the user has TRAC "update" access. Authorized users of the update screens may only update data owned by their respective county. When a record is requested for update, the requester's County ID is compared to the last updated user's County ID in the TRAC database. If a match is found, the user can proceed with the update. If a match is not found, the user is unable to modify the update screen.

If a user has MEDS "inquiry only" access in MEDS, they have TRAC "inquiry only" access to the update screens. Users with "inquiry only" access can view the information displayed on the update screens, but cannot create, modify or delete data on the screens.

Each county is authorized for specific update transactions. A county may have update access to any, all, or none of the update screens, depending on what information the county is able to send from their eligibility system in the batch process. Details on update screen security are contained in Section VI.

### **TRAC Update Screen Access How-To's**

If an update is made to one of the update screens, the user will not see a change in the display of time clock information until the following day (the day after the data was created, modified or deleted). The TRAC system displays the time clock changes after the nightly batch file is run. It is important to note that modifications and deletions can only be implemented by the county that "owns" the record.

<b>If</b>	<b>Screen Field</b>	<b>Action</b>
<i>Modifying a Record</i>	SEL	<p>If modifying a record in UPRG or UPEX select the F8 key. For the other update screens enter an "M" in the SEL field , adjacent to the record being modified and press [Enter]. This "opens" the updateable fields and allows the user to edit the record.</p> <p>Change the information and press [Enter] again. A warning message will be displayed asking for confirmation of the modification. Type "Y" and the information will be sent to the TRAC database and displayed, immediately, in the upper portion of the screen.</p>
<i>Deleting a record</i>	SEL	<p>If deleting a record in UPRG or UPEX select the F9 key. For the other update screens enter a "D" in the SEL field, adjacent to the record being deleted and press [Enter]. This "opens" the field and allows the user to delete the selected record.</p> <p>A warning message will be displayed asking for confirmation of the deletion. Type "Y" and the information is immediately deleted from the TRAC database and the screen.</p>
<i>Adding a Record</i>	SEL	<p>If adding a record in UPRG or UPEX select the F7 key. For the other update screens enter an "A" in the SEL field, at the bottom of the screen, and press [Enter]. Enter all mandatory information and press [Enter].</p> <p>A warning message will be displayed asking for confirmation of the addition. Type "Y" and the information is immediately sent to the TRAC database and displayed in the upper portion of the screen.</p> <p><i>Note: A new record can be added at any time, but an error message will be generated if the new record overlaps (chronologically) with an existing record.</i></p>

## **Non-California Participation Update (UNCP) Screen**

The Non-California Participation Update (UNCP) Screen allows online inquiry and updates to non-California cash program participation information and to Tribal TANF Providers in California and other states for an individual. The screen displays the county number, the state or Tribal TANF code where aid was received and the period of time the selected individual received assistance. Please refer to the External Developer's Guide, Appendix 1 – TRAC Reference Codes document for a list of current State or Tribal TANF Provider Codes for California and other states and their effective dates.

Information displayed in the header section of the UNCP screen is based on the individual selected on the ISUM screen.

UNCP		TRAC INFORMATION SYSTEM		09/15/2000	
NON-CAL PARTICIPATION UPDATE					
LAST	: SMYTHE	SUFY	:	CIN	: 90008580G
FIRST	: SAMMUEL	DOB	: 01/01/1960	SSN	: 123-45-6789
MIDDLE	:	SEX	: M	ALIEN#	:
SELECT A RECORD TO MODIFY OR DELETE (M/D):					
SEL	COUNTY #	STATE	START MONTH	END MONTH	
—	01	WY	09/1997	09/1997	
—	01	12	11/1997	12/1997	
*****					
ADD A NEW RECORD (A):					
SEL	STATE	START MONTH	END MONTH		
—	—	— / —	— / —		
PAGE: 01/02					
F1=HELP F2=IINQ F3=PREV F4=SCRN F7=UP F8=DOWN F10=TSUM F11=MEDS F12=TRAC					

### **UNCP Screen and Field Dictionary**

**Title:** Non-California Participation Update  
**Screen ID:** UNCP  
**Definition:** Displays non-California cash program participation information for the selected individual. The TRAC system can accept non-California cash program participation information from August 1996 and includes Tribal TANF Providers in California and other states.

<b>Field</b>	<b>Definition</b>
SEL	Record selector
COUNTY #	Indicates by county number, the record "owner."

<b>Field</b>	<b>Definition</b>
STATE	Indicates the state or Tribal TANF Provider where the selected individual received assistance.
START MONTH	Indicates the month and year the non-California cash program participation was initialized.
END MONTH	Indicates the month and year the non-California cash program participation ended.

### UNCP Screen How-To's and Tips

<b>If</b>	<b>Screen Field</b>	<b>Mandatory</b>	<b>Action</b>
<i>Modifying a record</i>	SEL	Y	<p>Enter an "M" in the SEL field, adjacent to the record being modified. Press [Enter] to "open" the field and edit the information. After making modifications, press [Enter] again.</p> <p><b><i>A warning message is displayed</i></b> asking for confirmation of the modification. Type "Y" and the information is immediately sent to the TRAC database and displayed on the upper portion of the screen.</p>
<i>Deleting a record</i>	SEL	Y	<p>Enter a "D" in the SEL field adjacent to the record you are deleting. Press [Enter] to "open" the field and delete the information.</p> <p><b><i>A warning message is displayed</i></b> asking for confirmation of the deletion. Type "Y" and the information is immediately deleted from the TRAC database and the screen.</p>
<i>Adding a record</i>	SEL	Y	<p>Enter an "A" in the SEL field at the bottom of the screen, and press [Enter].. Enter all mandatory information and press [Enter].</p> <p><b><i>A warning message is displayed</i></b> asking for confirmation of the addition. Type "Y" and the information is immediately sent to the TRAC database and displayed on the upper portion of the screen. <i>Note: A new record can be added at any time, but an error message will be generated if the new record overlaps (chronologically) with an existing record for the same county.</i></p>
	COUNTY #	Y	This is system-generated, based on the MEDS sign on of the user entering the information.



## **Diversion Update (UDIV) Screen**

The Diversion Update (UDIV) Screen allows online inquiry and updates of diversion payment information. The screen displays the county number, the aid code, the payment date and amount and the reason code for the diversion payment. In addition, the screen displays an indicator for whether the individual received a payment that meets the Federal definition of assistance, it displays the start and end months of the diversion period and the diversion condition.

Information displayed in the header section of the UDIV screen is based on the individual selected on the ISUM screen.

UDIV		TRAC INFORMATION SYSTEM				12/15/1999	
		DIVERSION UPDATE					
LAST	: SMYTHE	SUF	:	CIN	:	90008580G	
FIRST	: SAMMUEL	DOB	:	SSN	:	123-45-6789	
MIDDLE	:	SEX	:	ALIEN#	:		
SELECT A RECORD TO MODIFY OR DELETE (M/D):							
SEL	CTY	AID	PAYMENT	DATE	AMOUNT	FED	START
#	CD					ASSIST	MONTH
							MONTH
	19	3J	10/01/1999		03,000.00	N	10/1999
							12/1999
							D
*****							
ADD A NEW RECORD (A):							
SEL	CTY	AID	PAYMENT	DATE	AMOUNT	FED	START
#	CD					ASSIST	MONTH
							MONTH
							D
PAGE: 01/01							
F1=HELP F2=IINQ F3=PREV F4=SCRN F7=UP F8=DOWN F10=TSUM F11=MEDS F12=TRAC							

## **UDIV Screen and Field Dictionary**

Title: Diversion Update  
Screen ID: UDIV  
Definition: Displays diversion program and payment information for the selected individual.

<b>Field</b>	<b>Definition</b>
SEL	Record selector.
CTY #	Identifies the county issuing the diversion payment.
AID CD	Identifies the aid code.
PAYMENT DATE	Indicates diversion payment date.

<b>Field</b>	<b>Definition</b>
AMOUNT	Indicates the dollar amount of the diversion payment
FED ASSIST	A Yes/No flag indicating whether or not the diversion payment meets the definition of TANF assistance. If you indicate "Y," the month will be counted on the TANF 60-month time clock.
START MONTH	Indicates the start month of the diversion period.
END MONTH	Indicates the end month of the diversion period.
COND	Indicates the status (condition) of the diversion payment "D" = initial, "A" = apply and "R" = repay.

### UDIV How-To's and Tips

<b>If</b>	<b>Screen Field</b>	<b>Mandatory</b>	<b>Action</b>
<i>Modifying a record</i>	SEL	Y	<p>Enter "M" in the SEL field, adjacent to the record being modified and press [Enter]. This "opens" the fields, allowing the user to edit the information. Make the modifications and press [Enter].</p> <p><i>A warning message is displayed</i> asking for confirmation of the modification. Type "Y" and the information is immediately sent to the TRAC database and displayed in the upper portion of the screen.</p>
<i>Deleting a record</i>	SEL	Y	<p>Enter "D" in the SEL field, adjacent to the record being deleted and press [Enter]. This "opens" the field, allowing the user to delete the information.</p> <p><i>A warning message is displayed</i> asking for confirmation of the deletion. Type "Y" and the information is immediately deleted from the TRAC database and the screen.</p>
<i>Adding a record</i>	SEL	Y	<p>Enter "A" in the SEL field, in the bottom portion of the screen, and press [Enter]. Then enter all of the mandatory information and press [Enter].</p> <p><i>A warning message is displayed</i> asking for confirmation of the addition. Type "Y" and the information is immediately sent to the TRAC database and displayed in the upper portion of the screen.</p> <p><i>Note: A new record can be added at any time, but an error message will be generated if the new record overlaps (chronologically) with an existing record for the same county.</i></p>
	COUNTY #	Y	This is system-generated, based on the MEDS Sign-on of the user entering the information.

<i><b>If</b></i>	<i><b>Screen Field</b></i>	<i><b>Mandatory</b></i>	<i><b>Action</b></i>
	PAYMENT DATE	Y	This date is used in the calculation of the TANF 60-month time clock, if the condition = D.
	FED ASSIST "Y"	Y	Indicates that the diversion payment meets the definition of TANF assistance. The month will be counted on the TANF 60-month time clock.
	START MONTH	Y	The diversion period is the time period represented by the value of the diversion payment divided by the MAP for the apparently eligible assistance unit at the time of the initial application.
	END MONTH	Y	The end month is a result of the calculation described above.
<i>COND (Condition)</i>	"D"	Y	"D" identifies the diversion condition as an <i>initial</i> diversion payment.
	"A"	Y	"A" identifies the diversion condition that exists when an individual has reapplied for CalWORKs (within the diversion period) and has elected to have the months (in the diversion period) <i>applied</i> to (counted on) the CalWORKs 60-month time clock.
	"R"	Y	"R" identifies the diversion condition that exists when an individual has reapplied for CalWORKs, within the diversion period, and has elected to <i>repay</i> the diversion payment. No months will count on the clocks and any months, previously counted for the Diversion, will be removed.

## **Child Support Reimbursement Update (UCSR) Screen**

The Child Support Reimbursement Update (UCSR) Screen allows online inquiry and updates when the collection of child support fully reimburses the aid payment made in a specific month.

Information displayed in the header section of the UCSR screen is based on the individual selected on the ISUM screen.

UCSR	TRAC INFORMATION SYSTEM		12/15/1999
	CHILD SUPPORT REIMBURSEMENT UPDATE		
LAST : SMYTHE	SUFY :	CIN :	90008580G
FIRST : SAMMUEL	DOB : 01/01/1960	SSN :	123-45-6789
MIDDLE :	SEX : M	ALIEN# :	
SELECT A RECORD TO MODIFY OR DELETE (M/D) :			
SEL COUNTY # EFFECTIVE MONTH			
_ _ _ _ _ / _ _ _ _			
*****			
ADD A NEW RECORD (A) :			
SEL EFFECTIVE MONTH			
_ _ _ _ _ / _ _ _ _			
			PAGE: 01/01
F1=HELP F2=IINQ F3=PREV F4=SCRN F7=UP F8=DOWN F10=TSUM F11=MEDS F12=TRAC			

### **UCSR Screen and Field Dictionary**

Title: Child Support Reimbursement Update  
Screen ID: UCSR  
Definition: Displays information regarding the receipt of child support payments when those payments fully reimburse the aid payment.

<b>Field</b>	<b>Definition</b>
SEL	Record selector.
CTY #	Indicates the county number of the county issuing the child support payment.
AID CD	Identifies the specific aid code.
EFFECTIVE MONTH	The month when the amount of aid is reimbursed by child support collected.

## UCSR How-To's and Tips

<i>If</i>	<i>Screen Field</i>	<i>Mandatory</i>	<i>Action</i>
<i>Modifying a record</i>	SEL	Y	<p>Enter "M" in the SEL field, adjacent to the record being modified and press [Enter]. This "opens" the field, allowing the user to edit the information. Make the modifications and press [Enter].</p> <p><i>A warning message is displayed</i> asking for confirmation of the modification. Type "Y" and the information is immediately sent to the TRAC database and displayed in the upper portion of the screen.</p>
<i>Deleting a record</i>	SEL	Y	<p>Enter "D" in the SEL field, adjacent to the record being deleted and press [Enter]. This "opens" the field, allowing the user to delete the information.</p> <p><i>A warning message is displayed</i> asking for confirmation of the deletion. Type "Y" and the information is immediately deleted from the TRAC database and the screen.</p>
<i>Adding a record</i>	SEL	Y	<p>Enter "A" in the SEL field, in the bottom portion of the screen and press [Enter]. Then enter all of the mandatory information and press [Enter].</p> <p><i>A warning message is displayed</i> asking for confirmation of the addition. Type "Y" and the information is immediately sent to the TRAC database and displayed in the upper portion of the screen.</p> <p><i>Note: A new record can be added at any time, but an error message will be generated if the new record overlaps (chronologically) with an existing record.</i></p>
	COUNTY #	Y	This is system-generated, based on the MEDS sign-on of the user entering the information.
	EFFECTIVE MONTH	Y	The month when the amount of aid is reimbursed by child support collected.

## **Supportive Services Only Update (USSO) Screen**

The Supportive Services Only Update (USSO) Screen allows for online inquiry and updates in instances where an individual receives a supportive services only payment and no corresponding aid payment. Supportive Services Only is considered assistance, for the purposes of the TANF 60-month time limit, if provided to *unemployed* families.

Information displayed in the header section of the USSO screen is based on the individual selected on the ISUM screen.

USSO		TRAC INFORMATION SYSTEM		12/15/1999	
SUPPORTIVE SERVICES ONLY UPDATE					
LAST	: SMYTHE	SUFEX	:	CIN	: 90008580G
FIRST	: SAMMUEL	DOB	: 01/01/1960	SSN	: 123-45-6789
MIDDLE	:	SEX	: M	ALIEN#	:
SELECT A RECORD TO MODIFY OR DELETE (M/D):					
SEL	COUNTY #	REASON	EFFECTIVE	MONTH	EMPLOYED
-	-	-	-	-	-
*****					
ADD A NEW RECORD (A):					
SEL	COUNTY #	REASON	EFFECTIVE	MONTH	EMPLOYED
-	-	-	-	-	-
PAGE: 01/01					
F1=HELP F2=IINQ F3=PREV F4=SCRN F7=UP F8=DOWN F10=TSUM F11=MEDS F12=TRAC					

### **USSO Screen and Field Dictionary**

Title: Supportive Services Only Update  
Screen ID: USSO  
Definition: Displays Supportive Services Only payment information for the selected individual.

<b>Field</b>	<b>Definition</b>
SEL	Record selector.
CTY #	Identifies the county number of the county issuing the Supportive Services Only payment.
REASON	Identifies type of supportive service payment received by selected individual.
EFFECTIVE MONTH	Identifies the month the selected individual received the Supportive Services Only payment.
EMPLOYED	Identifies whether or not the selected individual is employed. This field is completed with either "Y" or "N."

## USSO How-To's and Tips

<i>If</i>	<i>Screen Field</i>	<i>Mandatory</i>	<i>Action</i>
<i>Modifying a record</i>	SEL	Y	<p>Enter "M" in the SEL field, adjacent to the record being modified and press [Enter]. This "opens" the field, allowing the user to edit the information. Make the modifications and press [Enter].</p> <p><b><i>A warning message is displayed</i></b> asking for confirmation of the modification. Type "Y" and the information is immediately sent to the TRAC database and displayed in the upper portion of the screen.</p>
<i>Deleting a record</i>	SEL	Y	<p>Enter "D" in the SEL field, adjacent to the record being deleted and press [Enter]. This "opens" the field, allowing the user to delete the information.</p> <p><b><i>A warning message is displayed</i></b> asking for confirmation of the deletion. Type "Y" and the information is immediately deleted from the TRAC database and the screen.</p>
<i>Adding a record</i>	SEL	Y	<p>Enter "A" in the SEL field, in the bottom portion of the screen and press [Enter]. Then enter all of the mandatory information and press [Enter].</p> <p><b><i>A warning message is displayed</i></b> asking for confirmation of the addition. Type "Y" and the information is immediately sent to the TRAC database and displayed in the upper portion of the screen.</p> <p><i>Note: A new record can be added at any time, but an error message will be generated if the new record overlaps (chronologically) with an existing record.</i></p>
	REASON	Y	Transportation, childcare, ancillary, or other
	COUNTY #	Y	This is system-generated, based on the MEDS sign-on of the user entering the information.
	EFFECTIVE MONTH	Y	This is the month the individual received the supportive services only payment.
	EMPLOYED	N	If the individual is not employed, the month will count on the TANF 60-month time clock.

## Update Program Participation (UPRG) Screen

The Update Program Participation (UPRG) Screen allows online addition, modification and deletion of program participation information. The screen displays the County ID (consisting of County #, Aid Code, Case Serial #, FBU and Person #), Program Type Code, Fed State Only Indicator, Participant Type Code, Minor Parent Flag, Program Start Date, Program End Date, Program Start Month, Program End Month and Disc Reason Code. Some of the fields will be disabled depending on the selection of Modify or Add.

Information displayed in the header section of the UPRG screen is based on the individual selected on the IINQ screen.

UPRG		TRAC INFORMATION SYSTEM		11/14/2001	
		PROGRAM PARTICIPATION UPDATE			
LAST :	SMYTHE	SUFY :		CIN :	90008580G
FIRST :	SAMUEL	DOB :	01/01/1960	SSN :	123-45-6789
MIDDLE :		SEX :	F	ALIEN# :	
COUNTY ID : 87 - 30 - 1234567 - 1 - 01 (COUNTY #/AID/SERIAL #/FBU/PRSN #)					
PROGRAM TYPE CODE : 04		FED STATE ONLY IND : N			
PARTICIPANT TYPE CD: A		MINOR PARENT FLAG : N			
PROGRAM START DATE : 05 / 01 / 2000		PROGRAM END DATE : 01 / 31 / 2001			
PROGRAM START MONTH: 05 / 2000		PROGRAM END MONTH : 01 / 2001			
PGMPT SYS CODE : CTWF		DISC REASON CODE : 097			
1070 - RECORD ADDED SUCCESSFULLY.					
F1=HELP F2=IINQ F3=PREV F4=SCRN F5=PREC F6=NREC F7=ADD F8=MOD F9=DEL					
F10=TSUM F11=MEDS F12=TRAC					

## UPRG Screen and Field Dictionary

Title: Program Participation Update  
Screen ID: UPRG  
Definition: Displays Program participation information to be modified or deleted for a selected record. This screen may also be used to add new program participation records for a client.

Field	Definition
County ID Number	Displays the County Number, the Aid Code, the Case Serial Number, the FBU Meds Code and the Person Number.
Program Type Code	Indicates the program type for this record.
Fed State Only Ind.	Displays the Federal/State Indicator.
Participant Type Code	Indicates whether individual is child "C" or adult "A".
Minor Parent Flag	Indicates whether the individual is a minor parent or not
Case FBU Meds Code	Displays the FBU MEDS Code for the individual



<b>Field</b>	<b>Definition</b>
Program Start Date	Indicates the Date the program started for this record.
Program End Date	Indicates the Date the program ended or shows an open end dated record.
Program Start Month	Indicates the Start Month and year for this record.
Program End Month	Indicates the End Month and year for this record.
PGMPT Sys Code	Displays the Source of Data – Meds or County.
DISC Reason Code	Displays the DISC Reason for this record.

### **UPRG Screen How-To's and Tips**

<b>If</b>	<b>Screen Field</b>	<b>Mandatory Field</b>	<b>Tips</b>	<b>Action</b>
<i>Information is displayed</i>	<i>Any information that is transferred from the PSUM Screen</i>	NA	This information is transferred from the PSUM Screen. If you are going to update this record only the participant type code, minor parent, start/end dates (and months) and DISC Reason Code are enterable.	Press the F8 Key to Modify a record. Enter information in all enabled fields.
<i>Information is displayed</i>	<i>Any information that is transferred from the PSUM Screen</i>	NA	This information is transferred from the PSUM Screen. If this is not the record you are going to delete you will need to press the F5 key for prior records or the F6 key for next record.	Press the F9 Key to delete a program participation record.
<i>Information is displayed</i>	<i>Any information that is transferred from the PSUM Screen</i>	NA	The information is transferred from the PSUM Screen. If you are going to enter a new Program Participation Record all fields will be enabled except the Header Fields, County Number and PGMPT Sys Code.	Press the F7 key to Add a program participation record.

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<b>If</b>	<b>Screen Field</b>	<b>Mandatory</b>	<b>Action</b>
<i>Modifying a record</i>	F8	Y	Select the F8 Key. Enter data you wish to modify, i.e., Start Date or End Date and hit enter. Then respond “Y” at the prompt and hit enter again.
<i>Deleting a record</i>	F9	Y	Select the F9 Key. Enter a “Y” in the Delete this Record Field.
<i>Adding a record</i>	F7	Y	Select the F7 key. Enter Aid Code, Serial/FBU/Person Number, Program Type code, Federal/State indicator, Participant type code, minor parent, the Start Date and End Date (if applicable) and if you added an end date add the DISC Reason Code and press enter. Respond “Y” at the prompt and press enter again.

## **Update Exceptions (UPEX) Screen**

The Update Exceptions (UPEX) Screen allows online updates, addition and deletion of exception information. The screen displays the County ID (consisting of County #, Aid Code, Case Serial #, FBU and Person #), the Exception Type Code, Exception Reason Code, Start Date, End Date, Start Month and End Month. Some of the fields will be disabled depending on the selection of Modify or Add.

Information displayed in the header section of the UPEX screen is based on the individual selected on the IINQ screen.

UPEX		TRAC INFORMATION SYSTEM		11/14/2001	
		EXCEPTION UPDATE			
LAST :	SMYTHE	SUFY :		CIN :	90008580G
FIRST :	SAMUEL	DOB :	01/01/1960	SSN :	123-45-6789
MIDDLE :		SEX :	F	ALIEN# :	
COUNTY ID : 87 - _ - _ - _ - _ (COUNTY #/AID/SERIAL #/FBU/PRSN #)					
EXCEPTION TYPE :	_	EXCEPTION REASON :	_		
START DATE :	_ / _ / _	END DATE :	_ / _ / _		
START MONTH :	_ / _	END MONTH :	_ / _		
F1=HELP F2=IINQ F3=PREV F4=SCRN F5=PREC F6=NREC F7=ADD F8=MOD F9=DEL F10=TSUM F11=MEDS F12=TRAC					

### **UPEX Screen and Field Dictionary**

Title: Update Exceptions  
 Screen ID: UPEX  
 Definition: Displays Exceptions to be modified or deleted for selected record.  
 This screen may also be used to add new program exception records for a client.

<b>Field</b>	<b>Definition</b>
County ID Number	Indicates the County Number, Aid Code, Serial Number, FBU Code and Person Number
Exception Type	Indicates the Exception Type Code
Reason CD	Displays the Reason code for the Exception.
Start Date	Indicates the Start Date for this Exception.

<b>Field</b>	<b>Definition</b>
End Date	Indicates the End Date for this Exception.
Start Month	Indicates the Start Month for this Exception.
End Month	Indicates the End Month for this Exception.

### **UPEX Screen How-To's and Tips**

<b>If</b>	<b>Screen Field</b>	<b>Mandatory Field</b>	<b>Tips</b>	<b>Action</b>
Information is displayed	<i>Any information that is transferred from the ESUM Screen</i>	NA	This information is transferred from the ESUM Screen. If you are going to update this record some fields will be disabled.	Press the F8 Key to Modify a record.
Information is displayed	<i>Any information that is transferred from the ESUM Screen</i>	NA	This information is transferred from the ESUM Screen. If this is not the record you are going to delete you will need to press the F5 key for prior records or the F6 key for next record.	Press the F9 Key to delete an exception record.
Information is displayed	<i>Any information that is transferred from the ESUM Screen</i>	NA	This information is transferred from the ESUM Screen. If you are going to add a record all fields will be enterable.	Press the F7 Key to Add an Exception Record.

<b>If</b>	<b>Screen Field</b>	<b>Mandatory</b>	<b>Action</b>
<i>Modifying a record</i>	F8	Y	Select the F8 Key. Only the date-related fields will be enterable. Enter your date change(s) and press Enter. Respond "Y" at the prompt and press Enter again.
<i>Deleting a record</i>	F9	Y	Select the F9 Key. Enter "Y" at the prompt and press Enter.
<i>Adding a record</i>	F7	Y	Select the F7 Key. Enter the Aid Code/ Case Serial/ FBU/ Person Number, Exception type, Exception Reason, Exception Start and End Dates and press enter. Respond "Y" at the prompt and press Enter again.

# TRAC system Assistance - Section IV

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## **System Assistance Features**

### **How to use Section IV of the WDTIP User Manual**

This section describes the three areas that make up the TRAC system online user assistance: screen help, field help, and message help. It provides details for the purpose of the system help features, explains how all three online assistance features are accessed, explains why transactions may result in specific response messages, and identifies where these messages are displayed on the TRAC screens.

### **Screen Help**

Screen help is available on all of the TRAC system screens. It explains the overall purpose and use of the screen. Screen help also provides a description of each of the fields on the screen.

### **Field Help**

Field help is available on the Individual Inquiry Screen (IINQ) and the four update screens. Field help explains how to complete the fields on IINQ and the update screens.

### **Information Messages**

Information messages are available throughout the system. There are eight different types that assist the user during navigation and data entry.

This section begins by explaining screen and field help functions, specifically, how to access these help functions and what will be displayed when they are used. The section ends with a comprehensive table that lists, for each of the eight system message types, the associated error message number, the name of the error, and a description of the error message.

### **Screen Help**

Screen help provides a general description of the functionality of each screen and is available on all TRAC screens.. It provides brief descriptions of the fields that comprise the selected screen. For example, the screen below is a sample of the screen help available on the Individual Response Summary Screen (ISUM).

*Note: the four letter screen ID (TRAN-ID) for Screen **Help** is SHLP.*

<b>SHLP</b>	TRAC INFORMATION SYSTEM SCREEN HELP
<p>THE INDIVIDUAL RESPONSE SUMMARY SCREEN (ISUM) DISPLAYS THE RESULTS OF AN INDIVIDUAL INQUIRY IF THE SYSTEM FINDS ONE OR MULTIPLE RESPONSES FOR THE SEARCH CRITERIA.</p> <p>SEL: RECORD SELECTOR  CIN: CLIENT INDEX NUMBER  ALIEN #: IMMIGRATION NATURALIZATION SERVICE NUMBER  SSN: INDIVIDUAL'S SOCIAL SECURITY NUMBER  COUNTY #: COUNTY ID  LAST: LAST NAME  FIRST: FIRST NAME  MIDDLE: MIDDLE NAME OR INITIAL  SUFFIX: SUFFIX  DOB: BIRTH DATE  RANGE: BIRTH DATE RANGE  SEX: GENDER</p>	
<p>PAGE: 01/01</p> <p>F3=PREV F7=UP F8=DOWN</p>	

### Screen Help Access How-To's

<i>If</i>	<i>Screen Field</i>	<i>Action</i>
<i>Accessing Screen Help</i>	Screen ID (TRAN-ID)	Position the cursor in the upper left corner of the screen, in the screen ID (TRAN-ID) field, <b>OR</b> on any field label in the screen. Press [F1] to access screen help. A small window appears in the upper left corner of the screen with a description of the screen. To exit screen help, press [F3]. The user will be returned to the previous screen.

The table below (and on subsequent pages) lists the text displayed in screen help.

<i>Screen Name</i>	<i>Screen Help Text</i>
<b>TRAC Main Menu (TRAC)</b>	The Main Menu displays the screen names and transaction IDs of the system that can be accessed from this screen.
<b>Individual Inquiry (IINQ)</b>	The Individual Inquiry Screen displays search criteria fields for performing a search on an individual.
<b>Add Individual (AIND)</b>	The Add Individual Screen (AIND) displays mandatory fields to be completed for the addition of individuals who are not on the system currently. The individual will be assigned a CIN number and information for the individual will be updateable in one business day.
	SSN: Social Security Number
	Alien # : Alien Number

Screen Name	Screen Help Text
	County ID: County Identification Number
	Name: First and Last Name, Middle initial and Suffix
	DOB: Date of Birth
	Sex: Gender
<b>Individual Response Summary (ISUM)</b>	The Individual Response Summary Screen (ISUM) displays the results of an individual inquiry if the system finds one or multiple responses for the search criteria.
	SEL: Record selector
	CIN: Client Index Number
	Alien #: Immigration Naturalization Service Number
	SSN: Individual's Social Security Number
	County #: Two-character county ID
	Last: Last name
	First: First name
	Middle: Middle name or initial
	DOB: Birth Date
	SUFFIX: Suffix
	SEX: Gender



Screen Name	Screen Help Text
<b>Individual Detail (IDET)</b>	The Individual Detail Screen (IDET) displays detailed information for an individual including indicators for time clocks, exceptions, and diversions.
	Birth country: Birth country code of the individual
	Birth state: Birth state code of the individual
	Alternate Identity: Indicates whether alternate identity exists
	Last County of Record: Indicates the county # of the individual's last county involvement
	a. TANF 60: "Y" if the TANF 60-month time clock is > 0
	b. CalWORKs 60: "Y" if the CalWORKs 60-month time clock is > 0
	c. Non-Cal Months: "Y" if non-California months are included in the time clock
	d. WTW 18/24: "Y" if the WTW 18/24-month time clock is > 0
	e. Sanctions: "Y" if an exception is a sanction
	f. Exemptions: "Y" if the exception is an exemption
	g. Good Cause: "Y" if there are any good cause exceptions
	h. Extender: "Y" if there are any active CW-60 extenders
	i. Repay: "Y" if there are any repays
	j. Diversion Indicator: "Y" if a diversion payment was issued
<b>Alternate Identity (ALID)</b>	The Alternate Identity Screen (ALID) displays additional demographic information that exists in SCI, for an individual. Additional information may include names, SSN, DOB or county.
	Type: The type of information displayed (e.g. SSN, name, DOB or county)
	Identifier: Demographic information of the individual
<b>County Summary (KSUM)</b>	The County Summary Screen (KSUM) displays a listing of county welfare departments an individual has been involved with and the individual's status within each county.
	SEL: Record selector
	County #: 2 character county ID
	Converted: Indicates data comes directly from the county
	County name: County name
	Status: Indicates the status of the individual in each county (ACTIVE/INACTIVE)

Screen Name	Screen Help Text
<b>Program Summary (PSUM)</b>	The Program Summary Screen (PSUM) displays a summary of all program involvement for an individual and the county to which this information is applicable. The user can select from a list of programs to view further details.
	SEL: Record selector.
	Converted: Indicates whether the county has converted to WDTIP.
	County: Code for the county of record.
	Aid Code: Aid code of the program.
	Serial Number: Unique number assigned to a case by the county.
	FBU: Budgeting unit.
	PRSN: Number assigned to each individual by the county NOTE: County/Aid CD/Serial/FBU/PRSN make up the individual's county ID
	Program: Name of the program with which the individual is associated.
	Start Month: Program start date in MM/YYYY format.
	End Month: Program end date in MM/YYYY format.
	Overlapping Program Participation: (Y/N) Will be "Y" if there are program participation records with overlapping timeframes.
<b>Program Detail (PDET)</b>	"The Program Detail Screen (PDET) displays detailed information about an individual's involvement in a specific program."
	Program: Program name
	County ID: County ID (12 character ID)
	Aid Code: Aid code of the program.
	Start Month: Begin date of the program.
	End Month: End date of the program.
	Disc. Reason Code: Indicates the reason for program discontinuance.
	Post-aid childcare Period Begin Date: Begin date of post-aid childcare potential eligibility period. (First of the month following program end month).
	Post-aid Child Care Period End Date: End date of post-aid childcare potential eligibility period. (Post-aid childcare period begin date plus 24 months).
	TANF 60-Months Used: Number of TANF 60-months used.
	CalWORKs 60-Months Used: Number of CalWORKs 60-months used.
	Non-Cal Months*: Number of Non-California Months Used *Included in TANF and CalWORKs 60-months used.
	WTW 18/24-Months Used: Number of 18/24-months used.
	Sanctions: "Y" if an exception is a sanction.

Screen Name	Screen Help Text
	Exemptions: "Y" if the exception is an exemption.
	Good Cause: "Y" if the exception is a good cause.
	Extender: "Y" if there are any active CW-60 extenders.
	Repay: "Y" if there are any repays.
	Diversion Indicator: "Y" if a diversion payment was issued within the program start and end dates.
<b>Time Clock Summary (TSUM)</b>	The Time Clock Summary Screen (TSUM) displays summary information on TANF 60-month, CalWORKs 60-month and CalWORKs 18/24-month time clocks.
	Months Used Includes Non-Converted Data: Identifies if any months used in the time clock calculations are from a county that has not yet converted their data to WDTIP.
	TANF 60-Month Time Clock Start Month: TANF 60-month time clock start month.
	TANF 60-Month Time Clock End Month: TANF 60-month time clock end month.
	TANF Months Used: Number of months used in the TANF 60-month time clock.
	TANF Non-Cal Months*: Non-California months included in the TANF 60-months used calculation.
	TANF Extension: Will be "N/A" for TANF & CalWORKs. Will be "Y" or "N" for WTW.
	TANF Extension Months: Will be "N/A" for TANF & CalWORKs. Only valid for WTW.
	TANF Exception Months: Indicates an individual's cumulative number of months excepted from the TANF time clock.
	TANF Repay Months: Total number of repay months used in the TANF 60-month calculation.
	CalWORKs 60-Month Time Clock Start Month: CalWORKs 60-month time clock start month.
	CalWORKs 60-Month Time Clock End Month: CalWORKs 60-month time clock end month.
	CalWORKs 60 Months Used: Number of months used in the CalWORKs 60-months time clock.
	CalWORKs Non-Cal Months*: Non-California months included in the CalWORKs 60-months used Calculation.

Screen Name	Screen Help Text
	CalWORKs Extension: Will be "N/A" for TANF & CalWORKs. Will be "Y" or "N" for WTW.
	CalWORKs Extension Months: Will be "N/A" for TANF & CalWORKs. Only valid for WTW.
	CalWORKs Exception Months: Indicates an individual's cumulative number of months excepted from the CalWORKs time clock (includes extender months).
	CalWORKs Repay Months: Total number of repay months used in the TANF 60-month calculation.
	WTW 18/24-Month Time Clock Start Month: Start month for 18/24-month time clock.
	WTW 18/24-Month Time Clock End Month: End month of the 18/24-month time clock.
	WTW 18/24-Months Used: Number of Months Used in the 18/24-Month Time Clock.
	WTW 18/24 Non-Cal Months: Will be "N/A" for WTW
	WTW 18/24-Month Extensions: (Y/N) Will be "Y" if the county grants an extension. Default is "N".
	WTW 18/24-Extension Months: Will display number of allocated extension months used. Three of six allocated months would display as 03/06.
	WTW 18/24 Exception Months: Indicates the total number of months used in the WTW calculation.
	Last Calculated Date: The last date the time clock calculations were done for the individual.
	Overlapping Program Participation: (Y/N) Will display "Y" if the individual has overlapping time for a program
	*Included in Months Used: Non-Cal months are reflected in the total number of months used.

Screen Name	Screen Help Text
<b>Time Clock Exception Summary (ESUM)</b>	The Time Clock Exception Summary Screen (ESUM) displays a summary of all exception involvement for an individual and the county to which this information is applicable. The user can select from a list of exceptions to view further details.
	SEL: Record selector
	Reason: Reason code for the exception
	Description: Brief description of the exception
	CTY-CSE-FBU-PRSN: CTY = code for the county of record, CSE = unique number assigned to a case by the county, FBU = budgeting unit, PRSN = number assigned to each individual by the county.  Note: CTY-CSE-FBU-PRSN make up the individual's county ID.
	Start Month: Exception start date in MM/YYYY format.
	End Month: Exception end date in MM/YYYY format.
<b>Time Clock Exception Detail (EDET)</b>	The Exception Detail Screen (EDET) displays detailed information about a specific exception.
	Exception Type: Type code of the exception  01 = Penalty, 02 = Sanction, 03 = Exempt, 04 = Good Cause, 05 = Excluded Person, 06 = Extender, 07 = Repay
	Description: A brief description of the exception
	Exception Reason: Exception reason code
	Exception Start Month: Month and year the exception began
	Exception End Month: Month and year the exception ended
	CalWORKs Program Status: Indicates the status of the individual's CalWORKs program participation (active, inactive)
	TANF 60-Clock Affected: Indicates if the exception would affect the TANF 60-month time clock ("Y" stops the clock)
	CalWORKs 60-clock Affected: Indicates if the exception would affect the CalWORKs 60-month time clock ("Y" stops the clock)
	WTW 18/24-Month Affected: Indicates if the exception would affect the 18/24-month time clock ("Y" stops the clock)
	County #: County number
<b>Diversion Summary (DSUM)</b>	The Diversion Summary Screen (DSUM) displays a summary of all diversion for an individual. The user can select from a list of diversions to view further details.
	SEL: Record selector
	Aid Code: Diversion aid code

Screen Name	Screen Help Text
	Description: Brief description about the aid code
	Start Month: Diversion period start month
	End Month: Diversion period end month
	County #: County number
<b>Diversion Detail (DDET)</b>	The Diversion Detail Screen (DDET) displays detailed information about an individual's involvement in an instance of diversion.
	Diversion Aid Code: Valid aid codes include 3J, 3K, 3X or 3Y
	Description: A brief description about the aid code
	Diversion Payment Date: Date the diversion was issued
	Diversion Amount: Dollar amount of the diversion
	Diversion FED ASSIST: Indicates if the diversion payment was issued with Federal funds.
	Diversion Start Month: Month and year the diversion period began
	Diversion End Month: Month and year the diversion period ended
	Diversion Condition: Indicates if the diversion payment is new ("D"), to be repaid ("R") or applied to the time clocks ("A"). Apply counts the diversion period toward the CalWORKs 60-month time clock
	Diversion TANF Months: Number of diversion months used toward the TANF time clock
	Diversion CalWORKs Months: Number of diversion months used toward the CalWORKs time clock
	Exceptions: Indicates if there is any exception during the diversion period
	County #: Number associated with each county (I.e., 01 = Alameda, 50 = Stanislaus)
<b>Welfare To Work Summary (WSUM)</b>	The Welfare To Work Summary Screen displays a list of all workplan sign dates and the county that owns the record. This is an inquiry only screen. The list is created based on the date the record was received by WDTIP and is set in descending order. The first record listed is used to determine the start date of the WTW 18/24 Month timeclock.
	County #: Number associated with the county of record.
	Workplan Sign/Ref Dt: Date the Welfare to Work plan was signed by the individual or the date the individual refused to sign the plan.
	18/24-Month Ind.: Set to 18 for Applicants or 24 for Recipients.
	Extension Mths: Number of extension months given by the county of record. This number will only appear for an 18-month indicator. May be 0 to 6.

Screen Name	Screen Help Text
	Received Dt: Date the Welfare to Work record was received, by WDTIP, from the county of record.
<b>TANF 60-Month Calendar (TCAL)</b>	The TANF 60-Month Calendar Screen (TCAL) displays the months counted towards the TANF 60-month time clock. A single character will be displayed for each month indicating whether that month is counted. "Y" = counts, "N" = doesn't count, "E" = not counted, due to an exception, "R" = not counted, due to a repay of overpayment and "-" = no known record.
	TANF 60-Months Used Includes Non-Converted Data: Identifies if any months used in the TANF 60-month time clock calculation are from a county that has not converted data
	TANF 60-Month Time Clock Start Month: TANF 60-month time clock start month
	TANF 60-Month Time Clock End Month: TANF 60-month time clock end month
	TANF 60-Months Used: Number of months used in the TANF 60-months time clock
	Non-Cal Months*: Non-California months included in the TANF 60-months used calculation
	Exception Months: Number of ordinary exception months interrupting TANF participation (includes repay months)
	Repay Months: Number of months client had repay for TANF participation
<b>CalWORKs 60-Month Calendar (KCAL)</b>	*: Non-Cal months are reflected in the total number of months used
	The CalWORKs 60-Month Calendar Screen (KCAL) displays the months counted towards the CalWORKs 60-month time clock. A single character will be displayed for each month indicating whether that month is counted. "Y" = counts, "N" = doesn't count, "E" = not counted due to an exception, "R" = not counted due to a repay of overpayment and "-" = no known record.
	CalWORKs 60-Months Used Includes Non-Converted Data: Identifies if any months used in the CalWORKs 60-month time clock calculation are from a county that has not converted data
	CalWORKs 60-Month Time Clock Start Month: CalWORKs 60-month time clock start month
	CalWORKs 60-Month Time Clock End Month: CalWORKs 60-month time clock end month
	CalWORKs 60-Months Used: Number of months used in the CalWORKs 60-month time clock
	Non-Cal Months*: Non-California months included in the CalWORKs 60-months used calculation



Screen Name	Screen Help Text
	Exception Months: Number of exception months in the CalWORKs 60-month time clock
	Repay Months: Number of months client had repay for CalWORKs participation
	*: Non-Cal months are reflected in the total number of months used
<b>WTW 18/24-Month Calendar (WCAL)</b>	WTW18/24-Month Calendar Screen (WCAL) displays the months counted towards the CalWORKs 18/24-month clock. A single character will be displayed for each month indicating whether that month is counted. "Y" = counts, "N" = doesn't count, "E" = not counted due to an exception and "--" = no known record.
	WorkPlan Sign/Refusal Date: Date the Welfare to Work Plan was signed by the individual or the date the individual refused to sign the WTW plan
	County of Record: County in which the WTW plan was signed
	WTW 18/24-Month Time Clock Start Month: 18/24-month time clock start month
	WTW 18/24-Month Time Clock End Month: 18/24-month time clock end month
	WTW 18/24-Months Used: Number of months used in the 18/24-month time clock
	Exception Months: Number of exception months in the 18/24-month time clock
	Extension Months: Extension months used within an extension period
<b>Non-Cal Participation Update (UNCP)</b>	The Non-Cal Participation Update Screen (UNCP) allows the user to add, modify or delete Non-California Program Participation information and Tribal TANF Provider information. Users with update access from the county that "owns" the record may update the record.
<b>Diversion Update (UDIV)</b>	The Diversion Update Screen (UDIV) allows the user to add, modify or delete diversion program and payment information. Users with update access from the county that owns the record may update the record.
<b>Child Support Reimbursement Update (UCSR)</b>	The Child Support Reimbursement Update Screen (UCSR) allows the user to add, modify or delete information regarding the collection of child support that reimburses the assistance payments made to an individual. Users with update access from the county that owns the record may update the record.
<b>Supportive Services Only Update (USSO)</b>	The Supportive Services Update Screen (USSO) allows the user to add, modify or delete information regarding the receipt, by an individual, of supportive services only payments. Users with update access from the county that owns the record may update the record.



Screen Name	Screen Help Text
<b>Update Program Participation (UPRG)</b>	The Update Program Participation Screen (UPRG) allows the user to add, modify or delete program participation for an individual. Users with update access from the county that owns the record may update the record.
	The Last and first name, middle initial, suffix, date of birth, sex, CIN, SSN and Alien number will be populated according to the CIN entered in the Individual Inquiry Screen (IINQ).
	Program Type Code: Type of Program for this entry.
	Aid Code: Program Aid Code
	Case Serial Number: Serial Number for this individuals case
	Fed State Only IND: F, S or N would be entered in this field to indicate Federal or State only regarding timeclocks.
	Case FBU MEDS Code: Budgeting unit
	Person Number: Person Number for this individual
	County Number: Number of the County that owns this record.
	PGMPT SYS Code: Program Participation System Code
	Program Start Date: Date this program started
	Program End Date: Date this program Ended
	Program Start Month: Month and year this program Started
	Program End Month: Month and year this program Ended
	Participant Type Code: Adult or Child
	Minor Parent Flag: Y or N to indicate whether this participant is a minor parent.
	Disc Reason Code: Reason for Discontinuance of this program.
<b>Update Exceptions (UPEX)</b>	The Update Exceptions Screen (UPEX) allows the user to add, modify or delete program Exceptions for an individual. Users with update access from the county that owns the record may update the record.
	The Last Name, First Name, Middle initial, Suffix, Date of Birth, Sex, CIN Number, SSN and Alien Number will be populated according the individual selected at the Individual Inquiry Screen (IINQ)
	County Number: Number of the county that owns this record
	Case Serial Number: Serial Number of this record.
	Case FBU MEDS Code: Budgeting unit
	Person number: Number of individual who is on this program
	Aid Code: Aid code for this program

<b>Screen Name</b>	<b>Screen Help Text</b>
	Exception type code: Type Code for the exception of this record.
	Exception Reason code: Reason Code for the exception of this record.
	Exception Start Date: Month, Day and year of the start date for this Exception
	Exception End Date: Month, Day and year of the end date for this Exception.
	Exception Start Month: Month and Year of the Start date for this Exception
	Exception End Month: Month and Year of the End date for this Exception.

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### **Field Help**

Field help provides specific field-level help describing the use, definition and function of the unprotected fields on the IINQ and the update screens. Field help supplies information relating to a specific entry on the IINQ and specific **update** fields on update screens. An example of field help is illustrated below. The screen print displays the field help for the “REASON” field on the USSO screen.

REASON  
INDICATOR OF TYPE OF SUPPORT  
SERVICES PAYMENT. VALID ENTRIES  
ARE: 01-CHILD CARE, 02-  
TRANSPORTATION, 03-ANCILLARY, 04-  
OTHER

PF3=PREV

### **Field Help Access How-To's**

As mentioned above, field help is available on the IINQ and the update screens for those fields that allow the user to enter information.

<b>If</b>	<b>Screen Field</b>	<b>Action</b>
<i>Accessing field help</i>	Any unprotected update field	Position the cursor on any of the unprotected fields on the screen and press [F1] to access field help. Information specific to the field will be displayed. To exit field help, press [F3]. The user will be returned to the screen and the specific field previously in use.

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### **Error and Information Messages**

There are eight types of error and information messages in the TRAC system. The first three, general message, system error and user error are all informational messages resulting from an action the user may have taken that does not coincide with the TRAC system design. For example, if a user presses the [F7] key to return to the first page of the screen detail, but is already on the first page, the system will display the following general error message: ***"1000 – ALREADY ON THE FIRST PAGE."***

The last five error and information message types are: transfer control, TSQ read, write, send map and LNK and identify when program errors have occurred. Sometimes these errors are resolved by closing and restarting the session. When these message types are received, the help text advises the user to contact the Help Desk. The table below identifies the eight message type codes and their corresponding descriptions.

<b>Message Code</b>	<b>Message Description</b>
<b>General</b>	Informational user messages for online assistance in navigation and data entry.
<b>System</b>	
<b>User</b>	
<b>Transfer Control</b>	Program error messages typically require Help Desk assistance to resolve.
<b>TSQ Read</b>	
<b>Write</b>	
<b>Send Map</b>	
<b>LNK</b>	

Each error and information message displays a message code and text describing the message. Displaying the code adjacent to the message was intended to make it easier for the user to troubleshoot. All error and/or informational messages are displayed in white text in the lower left portion of the screen with a brief message describing the error or action that occurred.

The tables on the following pages, list, by message type, the message codes, the message text displayed by the system, and a brief description of the message for all eight message types.

## **General Messages**

<b>Code</b>	<b>Message Display</b>	<b>Message Description</b>
1000	1000 – ALREADY ON FIRST PAGE	User pressed [F7] and was already on the first page.
1010	1010 – ALREADY ON FIRST RECORD	User pressed [F5] and was already on the first record.
1020	1020 – ALREADY ON LAST PAGE	User pressed [F8] and was already on the last page.
1030	1030 – ALREADY ON LAST RECORD	User pressed [F6] and was already on the last record.
1040	1040 – DATA REFRESHED	User pressed [Enter] after placing the cursor in the screen ID (TRAN-ID) position.
1050	1050 – NO DATA FOR THIS CIN ON THIS SCREEN	No records exist in any of the tables pertinent to the screen (including SCI).
1060	1060 – NO MATCH FOUND FOR CRITERIA ENTERED	No matching records on CIN for the search criteria entered.
1070	1070 – RECORD ADDED SUCCESSFULLY	User completed an “add” transaction.
1080	1080 – RECORD DELETED SUCCESSFULLY	User completed a “delete” transaction.
1090	1090 – RECORD MODIFIED SUCCESSFULLY	User completed a “modify” transaction.
1100	1100 – RECORD NOT ADDED	User chose “N” when asked to verify “add” selection.
1110	1110 – RECORD NOT ADDED. EXISTING DATA WITH OVERLAPPING DATES	User attempted to insert a record with dates that overlap an existing record.
1120	1120 – RECORD NOT DELETED.	User chose “N” when asked to verify “delete” selection.
1130	1130 – RECORD NOT MODIFIED.	User chose “N” when asked to verify “modify” selection.
1140	1140 – RECORD NOT MODIFIED. EXISTING DATA WITH OVERLAPPING DATES.	User attempted to modify a record with dates that overlap an existing record.
1150	1150 – THE EFFECTIVE MONTH ALREADY EXISTS IN THE DATABASE.	User tried to add or modify an effective month that already exists in the database.
1160	1160 – TO BROWSE DATA PRESS [F7] or [F8].	User type is “inquiry” and the [Enter] key is pressed. This message is meant to remind the user that they are only permitted to browse the data. The data is refreshed.

<b>Code</b>	<b>Message Display</b>	<b>Message Description</b>
1170	1170 – YOU HAVE INQUIRY ACCESS TO THIS SCREEN.	User type is “inquiry” and/or the county access is “inquiry” on an update screen.
1180	1180 – CLOCK COUNTS AND INDICATORS DO NOT EXIST.	CIN entered has no time clock-relevant data and exception and diversion indicators are “N”.

## System Messages

<b>Code</b>	<b>Message Display</b>	<b>Message Description</b>
1180	1180 – COULD NOT RETURN TO PREVIOUS SCREEN. CONTACT HELP DESK.	User pressed [F3] and could not return to the previous screen.
1190	1190 – FIELD HELP NOT AVAILABLE.	Field help is not available.
1200	1200 – INDIVIDUAL DETAIL UNAVAILABLE. CONTACT HELP DESK.	User pressed [F9] and the connection to the individual detail program failed.
1210	1210 – INDIVIDUAL INQUIRY UNAVAILABLE. CONTACT Help Desk.	User pressed [F2] and the connection to the individual inquiry program failed.
1220	1220 – LINK ERROR. PLEASE PRINT THIS SCREEN AND CALL THE HELP DESK.	The screen program attempted to link to an agent program and failed.
1230	1230 – MEDS UNAVAILABLE. CONTACT HELP DESK.	User pressed [F11] and the connection to MEDS failed.
1240	1240 – PROGRAM NOT AVAILABLE. PLEASE PRINT THIS SCREEN AND CONTACT HELP DESK.	Error in calling a program.
1250	1250 – SCI CONNECTION FAILURE. PLEASE PRINT THIS SCREEN AND CONTACT HELP DESK.	Screen program failed to link to SCI program.
1260	1260 – SCREEN HELP UNAVAILABLE. CONTACT HELP DESK.	User pressed [F1] and connection to the help field program failed.
1270	1270 – SCREEN ID (TRAN-ID) UNAVAILABLE. CONTACT HELP DESK.	User pressed [F4] and connection to the Screen ID (TRAN-ID) program failed.
1280	1280 – TIME CLOCK SUMMARY UNAVAILABLE. CONTACT HELP DESK.	User pressed [F10] and connection to the time clock summary program failed.
1290	1290 – TRAC MAIN MENU UNAVAILABLE. CONTACT HELP DESK. CONTACT HELP DESK.	User pressed [F12] and connection to the WDTIP main menu program failed.
1300	1300 – TSQ READ ERROR. RESTART SESSION OR CALL THE HELP DESK.	No data in the TSQ. Try restarting the session.
1310	1310- XCTL ERROR. PLEASE PRINT THIS SCREEN AND CALL THE	User attempted to transfer to another screen and transfer failed.

<b>Code</b>	<b>Message Display</b>	<b>Message Description</b>
	HELP DESK.	
1320	1320 – MEDS CONNECTION FAILURE. PLEASE PRINT THIS SCREEN AND CALL THE HELP DESK.	MEDS connection failure.
1330	1330 – TRAC CONNECTION FAILURE. PLEASE PRINT THIS SCREEN AND CALL THE HELP DESK.	TRAC connection failure.
1340	1340 – YOU HAVE RETURNED TO MEDS. THANK YOU FOR USING THE TRAC INFORMATION SYSTEM.	User has exited the TRAC system.
1830	1830 – TSQ WRITE ERROR. RESTART SESSION OR CALL THE HELP DESK.	TSQ may have been deleted. Try restarting the session.
1840	1840 – MAP SEND ERROR. PLEASE PRINT THIS SCREEN AND CALL THE HELP DESK.	Screen failed to display. May be a result of a fatal system error or an application error.
2610	2610 – TSU3 TSQ READ ERROR. RESTART SESSION OR CALL THE HELP DESK.	TSUM TSQ is not available when PF3 is invoked.
2620	2620 – B3CRDQ03 LINK ERROR. PLEASE PRINT THIS SCREEN AND CALL THE HELP DESK.	TSQ gets corrupted when PF3 is invoked.
2630	2630 – B3CRQ002 LINK ERROR. PLEASE PRINT THIS SCREEN AND CALL THE HELP DESK.	Problem reading PF3 que. Read que program is corrupted.
4040	4040 – INVALID REQUEST. PLEASE PRINT THIS SCREEN AND CALL THE HELP DESK.	Request to link to SCI failed with CICS error "INVREQ"; invalid request
4050	4050 – LENGTH ERROR. PLEASE PRINT THIS SCREEN AND CALL THE HELP DESK.	Request to link to SCI failed with CICS error "LENGERR"; length error
4060	4060 – AUTHORIZATION FAILURE. PLEASE PRINT THIS SCREEN AND CALL THE HELP DESK.	Request to link to SCI failed with CICS error "NOTAUTH"; user not authorized
4070	4070 – SYSID ERROR. PLEASE PRINT THIS SCREEN AND CALL THE HELP DESK.	Request to link to SCI failed with CICS error "SYSIDRR"; SYSID error



## User Messages

<b>Code</b>	<b>Message Display</b>	<b>Message Description</b>
AIN 1010	1010 – PLEASE ENTER SOCIAL SECURITY NUMBER	User needs to enter a social security number in the required field.
AIN 1020	1020 - LAST NAME SHOULD BE ALPHABETIC	User entered a non-alpha Last Name.
AIN 1030	1030 - FIRST NAME SHOULD BE ALPHABETIC	User entered a non-alpha First Name
AIN 1040	1040 - SEX SHOULD BE 'M' OR 'F'	User made an entry other than M or F
AIN 1050	1050 - DOB YEAR SHOULD BE HIGHER THAN 1800	User entered a birth year earlier than 1800
AIN 1060	1060 - RECORD EXISTS. THIS INDIVIDUAL WAS ADDED EARLIER	User entered an individual that was added prior.
AIN 1070	1070 - RECORD ADDED. CLIENT WILL BE AVAILABLE FOR UPDATE IN ONE BUSINESS DAY.	User added an individual. Information was accepted by system.
AIN 1080	1080 - PRESS F2 KEY TO RETURN TO IINQ	Individual was added. To return to IINQ the F2 must be pressed.
AIN 1100	1100 - TSQ READING ERROR IINQ - AIND	Error in Reading Temporary Storage Queue
AIN 1200	1200 - TSQ READING ERROR AIND ONLY	Error in reading Temporary Storage Queue
DIV 1000	1000 – DIVERSION TXN REJECTED. INDIVIDUAL IS ON EXTENDER.	CLIENT HAS ACCUMULATED CW60 EXTENDER MONTHS, THEREFORE DOES NOT QUALIFY FOR DIVERSION PAYMENT. TXN REJECTED.
DIV 1010	1010 – DATA ENTERED. WARNING! DIVERSION OVERLAPS EXISTING SANCTION	CLIENT HAS A DIVERSION RECORD WHICH OVERLAPS AN EXISTING SANCTION (02/200, 201 OR 202) RECORD.
UPX 1000	1000 - PLEASE COMPLETE THE CURRENT ACTION	User attempted to press another key before completing current action.
UPX 1010	1010 - PLEASE ADD DATA	User attempted to press another key before completing current action.
UPX 1020	1020 - PLEASE MODIFY DATA	User attempted to press another key before completing current action
UPX	1030 - INVALID CASE NO SHOULD	User attempted to enter a non-numeric

<b>Code</b>	<b>Message Display</b>	<b>Message Description</b>
1030	BE NUMERIC	number.
UPX 1040	1040 - INVALID FBU	User attempted to enter a non-numeric FBU
UPX 1050	1050 - INVALID PRSN NUM	User attempted to enter a non-numeric Person Number.
UPX 1060	1060 - INVALID AID CD	User attempted to enter a non-numeric Aid Code.
UPX 1070	1070 - INVALID EXCP CD	User attempted to enter a non-numeric Exception Code.
UPX 1080	1080 - INVALID EXCEP RSN CD	User attempted to enter a non-numeric Exception Reason Code.
UPX 1090	1090 - EXCP "TYPE" CODE DOES NOT MATCH EXCP RSN CODE	User attempted to enter an exception type code that does not match the exception reason code.
UPX 1100	1100 - INVALID MONTH	User attempted to enter an invalid number for the month
UPX 1110	1110 - INVALID DATE	User attempted to enter an invalid number for the date.
UPX 1120	1120 - INVALID YEAR	User attempted to enter an invalid number for the year.
UPX 1130	1130 - START DATE SHOULD BE LESS THAN END DATE	User attempted to enter a date later than end date.
UPX 1140	1140 - INQUIRY ACCESS ONLY	User attempted to update a disabled field.
UPX 1150	1150 - PARTICIPANT TYPE CODE SHOULD BE 'A' OR 'C'	User attempted to enter a character other than "A" or "C"
UPX 1160	1160 - MINOR PARENT FLAG SHOULD BE 'Y' OR 'N'	User attempted to enter a character other than "Y" or "N".
UPX 1170	1170 - INVALID DISCONTINUANCE REASON CODE	User attempted to enter an invalid discontinuance reason code number.
UPX 1180	1180 - FEDERAL STATE INDICATOR SHOULD BE 'F' 'S' OR 'N'	User attempted to enter a character other than "F", "S" or "N".
UPX 1190	1190 - INVALID PROGRAM TYPE CODE, AID CODE, FED STATE IND CODE	User attempted to enter an invalid character for Program Type Code, Aid Code, Federal State Indicator Code.
UPX 1200	1200 - START MONTH SHOULD NOT BE GREATER THAN END MONTH	User attempted to enter a Month that is greater than the End Month.
UPX	1210 - START DATE SHOULD	User attempted to enter a Month that is

<b>Code</b>	<b>Message Display</b>	<b>Message Description</b>
1210	EQUAL START MONTH	different than the Month listed in Start Date.
UPX 1220	1220 - END DATE SHOULD EQUAL END MONTH	User attempted to enter a Month that is different than the End Month listed.
UPX 1230	1230 – PLEASE ENTER DISC REASON CODE	User attempted to press another key before entering a Disc. Reason Code
UPX 1240	1240 – PLEASE ENTER PROGRAM TYPE CODE	User attempted to press another key before entering a Program Type Code
UPX 1250	1250 – DISC RSN CODE NOT REQUIRED FOR OPEN ENDED RECORD	User tried to enter a Disc Reason Code when it was not required.
UPX 1260	1260 – ADDING SUPPORTIVE SERVICES RECORD NOT ALLOWED ONLINE	User attempted to add Supportive Services online.
UPX 1270	1270 – RECORD ADDED. WARNING! DUPLICATES ANOTHER REC WITH DATE RANGE OVERLAP	Current new record duplicates another on CIN/Serial #/FBU/PRSN#/CTY-CD/AID-CD/PGMTYPE-CD with overlapping Pgmt. Date Range.
UPX 1280	1280 – RECORD MODIFIED. WARNING! DUPLICATES ANOTHER REC WITH DATE RANGE OVERLAP	Modified record now duplicates another on CIN/Serial#/FBU/PRSN#/CTY-CD/AID-CD/PGMTYPE-CD with overlapping Pgmt. Date Range
UPX 1290	1290 – RECORD ADDED. WARNING! INDIVIDUAL NOT YET PAST 60 MONTHS PARTICIPATION	Extender exception added for a CIN with CW-60 Pgm Pt months < 60.
UPX 1300	1300 – RECORD MODIFIED. WARNING! INDIVIDUAL NOT YET PAST 60 MOS PARTICIPATION.	Extender exception modified for a CIN with CW-60 Pgm Pt months < 60.
UPX 1310	1310 – RECORD ADDED. WARNING! INDIVIDUAL IS PAST 60 MONTHS PARTICIPATION.	Stopper Exception added for a CIN with CW-60 Pgm Pt months > 60.
UPX 1320	1320 – RECORD MODIFIED. WARNING! INDIVIDUAL IS PAST 60 MONTHS PARTICIPATION.	Stopper Exception for a CIN with CW-60 Pgm P months > 60.
UPX 1330	1330 – VALID END-DATE REQUIRED FOR THIS EXCEPTION REASON.	End-Date Flag for exception reason code is “Y,” so valid end date required (must not be open-ended exception).
UPX 1340	1340 – RECORD ADDED. WARNING! INDIVIDUAL HAS NO PROGRAM PARTICIPATION.	Exception added for a CIN, but CIN currently has no established program participation record(s).
UPX 1350	1350 – RECORD MODIFIED. WARNING! INDIVIDUAL HAS NO	Exception modified for a CIN, but CIN currently has no established program

<b>Code</b>	<b>Message Display</b>	<b>Message Description</b>
	PROGRAM PARTICIPATION.	participation record(s).
UPX 1380	1380 – CAN NOT ADD, DELETE OR CHANGE THIS EXCEPTION REASON CODE VIA UPEX SCREEN.	Exception reason codes 376 and 377 are TRAC system generated only when the county submits an LD07 (Under \$10 Grant) or LD08 (Child Support Reimbursement) transaction.
UPX 1390	1390 – DATA ENTERED. WARNING! SECOND (02/201) SANCTION NOT PRESENT IN DATABASE.	USER HAS ENTERED A THIRD SANCTION (02/202), BUT CLIENT HAS NO SECOND SANCTION (02/201) IN THE DATABASE.
UPX 1400	1400 – DATA ENTERED. WARNING! FIRST (02/200) SANCTION NOT PRESENT IN DATABASE	USER HAS ENTERED A SECOND SANCTION (02/201), BUT CLIENT HAS NO FIRST SANCTION (02/200) IN THE DATABASE.
UPX 1410	1410 – DATA ENTERED. WARNING! FIRST (02/200) SANCTION ALREADY IN DATABASE.	USER HAS ENTERED A FIRST SANCTION (02/200), BUT CLIENT ALREADY HAS A FIRST SANCTION IN THE DATABASE.
UPX 1420	1420 – DATA ENTERED. WARNING! SECOND (02/201) SANCTION ALREADY IN DATABASE.	USER HAS ENTERED A SECOND SANCTION (02/201), BUT CLIENT ALREADY HAS A SECOND SANCTION IN THE DATABASE.
UPX 1430	1430 – DATA ENTERED. WARNING! SANCTION OVERLAPS EXISTING PROGRAM PARTICIPATION.	USER HAS ENTERED A SANCTION (02/200, 201 OR 202), BUT LCIENT HAS EXISTING PROGRAM PARTICIPATION OVERLAPPING THE SANCTION PERIOD.
UPX 1440	1440 – DATA ENTERED. WARNING! PROGRAM PARTICIPATION OVERLAPS EXISTING SANCTION.	USER HAS ENTERED PROGRAM PARTICIPATION, BUT CLIENT HAS EXISTING SANCTION (02/200, 201, OR 202) OVERLAPPING THE PROGRAM PARTICIPATION PERIOD.
UPX 1450	1450 – DATA ENTERED. WARNING! “WTW” EXCEPTION OVERLAPS EXISTING SANCTION REC.	USER HAS ENTERED A “WTW” PROGRAM EXCEPTION THAT OVERLAPS AN EXISTING SANCTION (02/200, 201, OR 202).
UPX 1460	1460 – DATA ENTERED. WARNING! THIRD (02/202) SANCTION ALSO EXISTS OTHER COUNTY.	USER HAS ENTERED A 02/202 SANCTION, BUT CLIENT HAS EXISTING 02/202 SANCTION IN ANOTHER COUNTY.
1320	1320 – ENTER EITHER DOB OR	User tried to enter date of birth information

<b>Code</b>	<b>Message Display</b>	<b>Message Description</b>
	DOB RANGE.	in both the DOB and DOB RANGE fields.
1330	1330 – DO NOT ENTER DATA IN THE SELECT (“SEL”) COLUMN. PLACE THE CURSOR IN THE “SEL” COLUMN AND PRESS [ENTER].	User entered data in the “SEL” field pressed [Enter]. No data should be entered in the “SEL” field. The user should move their cursor to the “SEL” (do not enter any data) and press [Enter].
1340	1340 – EFFECTIVE DATE SHOULD BE LESS THAN THE CURRENT DATE.	User entered a date greater than current date.
1350	1350 – ENTER “A” TO ADD A RECORD.	User typed a letter other than “A” in the “SEL” field.
1360	1360 –ENTER“M” TO MODIFY OR “D” TO DELETE A RECORD.	User typed a letter other than “M” or “D” in the “SEL” field.
1370	1370 – ENTER AT LEAST ONE KEY FIELD OR LAST NAME.	User attempted to make an inquiry with insufficient query fields completed.
1380	1380 – “FROM” DOB SHOULD NOT BE GREATER THAN THE “TO” DOB.	User entered a “From” DOB that was greater than the “To” date for the DOB range.
1390	1390 – INVALID FED ASSIST ENTRY. ENTER “Y” OR “N”.	User entered a letter other than “Y” or “N” in the FED ASSIST field.
1400	1400 – INVALID AID CODE ENTERED.	Aid code type does not exist or is not appropriate.
1410	1410 – INVALID ALIEN # ENTERED.	User entered an invalid Alien #. NOTE: The “A” has been pre-filled in the Alien # field. The user should start by entering the numeric digits.
1420	1420 – INVALID AMOUNT ENTERED. SHOULD BE NUMERIC.	User entered an amount with alpha characters.
1430	1430 – INVALID CIN ENTERED.	User entered an invalid CIN.
1440	1440 – INVALID CONDITION ENTERED. ENTER “D”, “A” OR “R”.	User entered a condition other than “D”, “A” or “R”.
1450	1450 – INVALID COUNTY NUMBER ENTERED.	User entered an invalid county number. Should be numeric. The county number is a two-digit field. For example, Alameda’s county ID is “01”.
1460	1460 – INVALID FBU ENTERED.	User entered an invalid FBU. FBU is a one-digit field and can be either alpha or numeric.
1470	1470 – INVALID CASE SERIAL NUMBER ENTERED.	User entered an invalid case serial number. The case serial number is a seven-digit field,

<b>Code</b>	<b>Message Display</b>	<b>Message Description</b>
		for example, 0057832.
1480	1480 – INVALID PERSON NUMBER ENTERED.	User entered an invalid person number. The person number is a two-digit field.
1490	1490 – INVALID DAY FOR MONTH ENTERED.	User entered an invalid day of the month. The day of month is a two-digit field.
1500	1500 – INVALID DATR. SHOULD BE LESS THAN OR EQUAL TO CURRENT DATE.	User entered a future date.
1510	1510 – INVALID DATE. SHOULD BE NUMERIC.	User entered non-numeric values for the date field.
1520	1520 – INVALID ENTRY FOR EMPLOYED. SHOULD BE “Y” Or “N”.	User entered a value other than “Y” or “N” for employment status..
1530	1530 – INVALID FIRST NAME ENTERED.	User entered a first name with numbers.
1540	1540 – INVALID KEY PRESSED.	User pressed a key that is not valid on this screen.
1550	1550 – INVALID LAST NAME ENTERED. .	User entered a last name with numbers.
1560	1560 – INVALID MONTH ENTERED.	User entered an invalid month.
1570	1570 – INVALID MONTH. SHOULD BE NUMERIC.	User typed non-numeric values in the month column.
1580	1580 – INVALID OPTION ENTERED.	User entered an invalid option from the TRAC Main Menu.
1590	1590 – INVALID REASON ENTERED.	Reason code does not exist or is not appropriate.
1600	1600 – INVALID SEX ENTERED. . SHOULD BE “M”, “F”, OR “U”.	User entered an invalid gender code.
1610	1610 – INVALID SSN.SHOULD BE NUMERIC.	User entered an invalid SSN.
1620	1620 – INVALID STATE ENTERED. STATE DOES NOT EXIST.	User entered a state not found in the database.
1630	1630 – INVALID STATE ENTERED. SHOULD NOT CONTAIN NUMBERS.	User attempted entering a state code using numbers (instead of letters).
1640	1640 – INVALID SCREEN ID (TRAN-ID) ENTERED. PRESS [F4] FOR A LIST OF VALID TRAN-IDs.	User entered an invalid TRAN-ID. For example, <u>C</u> CAL rather than <u>K</u> CAL.



<b>Code</b>	<b>Message Display</b>	<b>Message Description</b>
1650	1650 – INVALID YEAR ENTERED. SHOULD BE LESS THAN OR EQUAL TO CURRENT YEAR.	User entered a year that was greater than the current year.
1660	1660 – INVALID YEAR ENTERED. SHOULD BE GREATER THAN 1900.	User entered a year before 1900.
1670	1670 – INVALID YEAR ENTERED. SHOULD BE NUMERIC.	User entered an invalid year, using letters, in the DOB field.
1680	1680 – LAST CHARACTER OF CIN SHOULD BE A LETTER.	Last character of a CIN should be a letter.
1690	1690 – LAST CHARACTER OF AN SSN SHOULD BE NUMERIC OR "P".	Last character of SSN should be numeric or "p".
1700	1700 – PLEASE MODIFY DATA AND PRESS [ENTER].	User typed "M" in "SEL" column and pressed [Enter] key without completing any other fields.
1710	1710 – PLEASE PLACE THE CURSOR AND LEAVE THE SELECTION BLANK.	User entered data in the "SEL" field and pressed [Enter]. This field should be left blank. User should place cursor in the "SEL" field (without entering any data) and press [Enter].
1720	1720 – PLEASE SELECT A RECORD.	User did not select a record and pressed [Enter].
1730	1730 – PLEASE SELECT ONE ACTION AT A TIME.	User selected more than one "SEL" field to perform an action.
1740	1740 – ENTER BOTH "FROM" AND "TO" FOR DOB RANGE.	User entered only "From" or "To" in the DOB range.
1750	1750 – INVALID MIDDLE NAME ENTERED.	User entered a middle name using numbers (instead of letters).
1760	1760 – STATE MUST BE ENTERED.	State field is blank.
1770	1770 – ENTER START MONTH.	Start month is blank.
1780	1780 – ENTER START YEAR.	Start year is blank.
1790	1790 – "CA" IS AN INVALID STATE FOR THIS SCREEN.	User entered "CA" on the UNCP screen.
1800	1800 – "START" DATE MUST BE LESS THAN OR EQUAL TO "END" DATE.	User entered a start date that is greater than the end date.
1810	1810 – INVALID AID CODE ENTERED. USE "3J", "3K", "3X" or "3Y".	User entered an invalid aid code for a diversion program.

<b>Code</b>	<b>Message Display</b>	<b>Message Description</b>
1820	1820 – NO PROGRAM PARTICIPATION EXISTS FOR MONTH ENTERED.	User entered child support reimbursement for a month where there is no known program participation.
1830	1830 – MESSAGE NOT FOUND IN DATABASE.	Program was unable to locate the identified message in the database table.
1890	1890 – INVALID SUFFIX ENTERED	User entered invalid character in suffix field.
2870	2870 – INVALID TRAN-ID.	Invalid TRAN--ID. Message for [F4].
2880	2880 – INVALID CURSOR POSITION.	User placed the cursor outside the “SEL” field.
2890	2890 – PAYMENT AMOUNT SHOULD BE GREATER THAN ZERO.	User entered payment amount as zero.
2900	2900 – PAYMENT DATE SHOULD BE BETWEEN START AND END MONTHS.	User entered a payment date not within the start and end month range entered.
2910	2910 – ENTER YEAR BETWEEN 1998 AND CURRENT YEAR.	The year should be between 1998 and current year.
2920	2920 – INVALID DAY ENTERED.	The day should be between 01 and 31.
2930	2930 – PAYMENT DATE SHOULD BE BETWEEN 01/01/1998 AND CURRENT DATE.	The user either entered a payment date prior to 01/01/1998 or entered a future date.
2940	2940 – INVALID PAYMENT DATE.	User entered an invalid payment date.
2950	2950 – START MONTH SHOULD BE BETWEEN 01/1998 AND CURRENT MONTH.	User entered a start/end month prior to 01/1998 or later than current month.
2960	2960 – INVALID ENTRY. ENTER “Y” OR “N”.	Confirm delete/add/modify. Should be “Y” or “N.”
2970	2970 – START MONTH MUST BE LESS THAN END MONTH.	User entered an end month less than or equal to start month.
2980	2980 – INVALID REASON ENTERED.	The reason code entered does not exist or is not appropriate.
2990	2990 –TRAN-ID NOT RECEIVED.	User entered spaces in TRAN-ID field.
3000	3000 – ERROR IN PROGRAM. MESSAGE NOT AVAILABLE. CALL HELP DESK.	Error in agent program and no error message was returned.
3010	3010 – ERROR IN RECEIVING CIN FROM SCREEN PROGRAM.	CIN from screen program received as spaces in the agent program.
3020	3020 – PREVIOUS PROGRAM INFO NOT AVAILABLE.	CIN from screen program received as spaces in the agent program.
3030	3030 – END YEAR SHOULD BE NUMERIC AND 1998 OR LATER.	The year should be between 1998 and 9999.



<b>Code</b>	<b>Message Display</b>	<b>Message Description</b>
3040	3040 – START AND END MONTH SHOULD BE ENTERED	The user entered a start and/or an end date on the UNCP screen.
3050	3050 – ENTER AT LEAST ONE FIELD.	The user entered spaces in the screen ID (TRAN-ID) field.
3060	3060 – INVALID MONTH. CANNOT BE GREATER THAN NEXT MONTH.	User entered a month that was not between 01/1900 and next month.
3070	3070 – INVALID YEAR ENTERED. MUST BE 1998 OR LATER.	User entered year earlier than 1998.
3080	3080 – RECORD NOT FOUND IN PGM-EXCPT TABLE.	Exception record was not found in PGM-EXCPT table.
3090	3090 – PAYMENT DATE OVERLAPS AN EXISTING DIVERSION PAYMENT DATE.	Payment date overlaps an existing diversion payment date.
4000	4000 – PLEASE ADD DATA AND PRESS ENTER.	Displays on all update screens when the user enters “A” to add a new record.
4010	4010 – INVALID YEAR ENTERED.	User pressed [Enter] without entering values in the year column.
4020	4020 – INVALID DATE ENTERED.	Date should be numeric. User entered a non-numeric date.
4030	4030 – INVALID AMOUNT ENTERED.	User pressed [Enter] without entering any values in the “Amount” field.
4040	4040 – END MONTH MUST BE EQUAL TO OR GREATER THAN 08/1996.	User entered an end month that was before August 1996.
4050	4050 – CANNOT GO TO AIND UNLESS NO MATCH FOUND.	User attempted to go to the AIND screen to add an individual but was not allowed because individual is already in the system.
4060	4060 – THIS INDIVIDUAL HAS ALREADY BEEN ADDED	User attempted to add an individual that was already in the system.
4070	4070 – RECORD ADDED. IT WILL BE PROCESSED THE NEXT BUSINESS DAY.	Record was added and will available to review the next business day.

## **XCT Messages**

<b>Code</b>	<b>Message Display</b>	<b>Message Description</b>
1850	1850 – ALID XCTL ERROR. PLEASE PRINT THIS SCREEN AND CALL THE HELP DESK.	User attempted to transfer to another screen from ALID and transfer failed.
1860	1860 – DDET XCTL ERROR. PLEASE PRINT THIS SCREEN AND CALL WDTIP THE HELP DESK.	User attempted to transfer to another screen from DDET and transfer failed.
1870	1870 – DSUM XCTL ERROR. PLEASE PRINT THIS SCREEN AND CALL THE HELP DESK.	User attempted to transfer to another screen from DSUM and transfer failed.
1880	1880 – EDET XCTL ERROR. PLEASE PRINT THIS SCREEN AND CALL THE HELP DESK.	User attempted to transfer to another screen from EDET and transfer failed.
1890	1890 – ESUM XCTL ERROR. PLEASE PRINT THIS SCREEN AND CALL THE HELP DESK.	User attempted to transfer to another screen from ESUM and transfer failed.
1900	1900 – IDET XCTL ERROR. PLEASE PRINT THIS SCREEN AND CALL THE HELP DESK.	User attempted to transfer to another screen from IDET and transfer failed.
1910	1910 – IINQ XCTL ERROR. PLEASE PRINT THIS SCREEN AND CALL THE HELP DESK.	User attempted to transfer to another screen from IINQ and transfer failed.
1920	1920 – ISUM XCTL ERROR. PLEASE PRINT THIS SCREEN AND CALL THE HELP DESK.	User attempted to transfer to another screen from ISUM and transfer failed.
1930	1930 – KCAL XCTL ERROR. PLEASE PRINT THIS SCREEN AND CALL THE HELP DESK.	User attempted to transfer to another screen from KCAL and transfer failed.
1940	1940 – KSUM XCTL ERROR. PLEASE PRINT THIS SCREEN AND CALL THE HELP DESK.	User attempted to transfer to another screen from KSUM and transfer failed.
1950	1950 – PDET XCTL ERROR. PLEASE PRINT THIS SCREEN AND CALL THE HELP DESK.	User attempted to transfer to another screen from PDET and transfer failed.
1960	1960 – PSUM XCTL ERROR. PLEASE PRINT THIS SCREEN AND CALL THE HELP DESK.	User attempted to transfer to another screen from PSUM and transfer failed.
1970	1970 – SCID XCTL ERROR. PLEASE PRINT THIS SCREEN AND CALL THE HELP DESK.	User attempted to transfer to another screen from the Screen ID field and transfer failed.

<b>Code</b>	<b>Message Display</b>	<b>Message Description</b>
1980	1980 – SHLP XCTL ERROR. PLEASE PRINT THIS SCREEN AND CALL THE HELP DESK.	User attempted to transfer to another screen from Screen Help and transfer failed.
1990	1990 – TCAL XCTL ERROR. PLEASE PRINT THIS SCREEN AND CALL THE HELP DESK.	User attempted to transfer to another screen from TCAL and transfer failed.
2000	2000 – TRAC XCTL ERROR. PLEASE PRINT THIS SCREEN AND CALL THE HELP DESK.	User attempted to transfer to another screen from the TRAC Main Menu and transfer failed.
2010	2010 – TSUM XCTL ERROR. PLEASE PRINT THIS SCREEN AND CALL THE HELP DESK.	User attempted to transfer to another screen from TSUM and transfer failed.
2020	2020 – UCSR XCTL ERROR. PLEASE PRINT THIS SCREEN AND CALL THE HELP DESK.	User attempted to transfer to another screen from UCSR and transfer failed.
2030	2030 – UDIV XCTL ERROR. PLEASE PRINT THIS SCREEN AND CALL THE HELP DESK.	User attempted to transfer to another screen from UDIV and transfer failed.
2040	2040 – UNCO XCTL ERROR. PLEASE PRINT THIS SCREEN AND CALL THE HELP DESK.	User attempted to transfer to another screen from UNCP and transfer failed.
2050	2050 – USSO XCTL ERROR. PLEASE PRINT THIS SCREEN AND CALL THE HELP DESK.	User attempted to transfer to another screen from USSO and transfer failed.
2060	2060 – WCAL XCTL ERROR. PLEASE PRINT THIS SCREEN AND CALL THE HELP DESK.	User attempted to transfer to another screen from WCAL and transfer failed.

## **TSQ Messages**

<b>Code</b>	<b>Message Display</b>	<b>Message Description</b>
2070	2070 – ISUM TSQ READ ERROR. RESTART SESSION OR CALL THE HELP DESK.	No data in the ISUM TRQ. Try restarting the session.
2080	2080 – IDET TSQ READ ERROR. RESTART SESSION OR CALL THE HELP DESK.	No data in the IDET TSQ. Try restarting the session.
2090	2090 – KSUM TSQ READ ERROR. RESTART SESSION OR CALL THE HELP DESK.	No data in the KSUM TSQ. Try restarting the session.
2100	2100 – PSUM TSQ READ ERROR. RESTART SESSION OR CALL THE HELP DESK.	No data in the PSUM TSQ. Try restarting the session.
2110	2110 – PDET TSQ READ ERROR. RESTART SESSION OR CALL THE HELP DESK.	No data in the PDET TSQ. Try restarting the session.
2120	2120 – TCAL TSQ READ ERROR. RESTART SESSION OR CALL THE HELP DESK.	No data in the TCAL TSQ. Try restarting the session.
2130	2130 – WCAL TSQ READ ERROR. RESTART SESSION OR CALL THE HELP DESK.	No data in the WCAL TSQ. Try restarting the session.
2140	2140 – KCAL TSQ READ ERROR. RESTART SESSION OR CALL THE HELP DESK.	No data in the KCAL TSQ. Try restarting the session.
2150	2150 – ESUM TSQ READ ERROR. RESTART SESSION OR CALL THE HELP DESK.	No data in the ESUM TSQ. Try restarting the session.
2160	2160 – EDET TSQ READ ERROR. RESTART SESSION OR CALL THE HELP DESK.	No data in the EDET TSQ. Try restarting the session.
2170	2170 – ALID TSQ READ ERROR. RESTART SESSION OR CALL THE HELP DESK.	No data in the ALID TSQ. Try restarting the session.
2180	2180 – UCSR TSQ READ ERROR. RESTART SESSION OR CALL THE HELP DESK.	No data in the UCSR TSQ. Try restarting the session.
2190	2190 – UNCP TSQ READ ERROR. RESTART SESSION OR CALL THE HELP DESK.	No data in the UNCP TSQ. Try restarting the session.

<b>Code</b>	<b>Message Display</b>	<b>Message Description</b>
2200	2200 – USSO TSQ READ ERROR. RESTART SESSION OR CALL THE HELP DESK.	No data in the USSO TSQ. Try restarting the session.
2210	2210 – UDIV TSQ READ ERROR. RESTART SESSION OR CALL THE HELP DESK.	No data in the UDIV TSQ. Try restarting the session.
2220	2220 – DSUM TSQ READ ERROR. RESTART SESSION OR CALL THE HELP DESK.	No data in the DSUM TSQ. Try restarting the session.
2230	2230 – DDET TSQ READ ERROR. RESTART SESSION OR CALL THE HELP DESK.	No data in the DDET TSQ. Try restarting the session.
2240	2240 – TSUM TSQ READ ERROR. RESTART SESSION OR CALL THE HELP DESK.	No data in the TSUM TSQ. Try restarting the session.
2250	2250 – ISUQ TSQ READ ERROR. RESTART SESSION OR CALL THE HELP DESK.	No data in the ISUQ TSQ. Try restarting the session.
2260	2260 – IDEQ TSQ READ ERROR. RESTART SESSION OR CALL THE HELP DESK.	No data in the IDEQ TSQ. Try restarting the session.
2270	2270 – KSUQ TSQ READ ERROR. RESTART SESSION OR CALL THE HELP DESK.	No data in the KSUQ TSQ. Try restarting the session.
2280	2280 – PSUQ TSQ READ ERROR. RESTART SESSION OR CALL THE HELP DESK.	No data in the PSUQ TSQ. Try restarting the session.
2290	2290 – PDEQ TSQ READ ERROR. RESTART SESSION OR CALL THE HELP DESK.	No data in the PDEQ TSQ. Try restarting the session.
2310	2310 – WCAQ TSQ READ ERROR. RESTART SESSION OR CALL THE HELP DESK.	No data in the WCAQ TSQ. Try restarting the session.
2320	2320 – KCAQ TSQ READ ERROR. RESTART SESSION OR CALL THE HELP DESK.	No data in the KCAQ TSQ. Try restarting the session.
2330	2330 – ESUQ TSQ READ ERROR. RESTART SESSION OR CALL THE HELP DESK.	No data in the ESUQ TSQ. Try restarting the session.
2340	2340 – EDUQ TSQ READ ERROR. RESTART SESSION OR CALL THE	No data in the EDUQ TSQ. Try restarting the session.

<b>Code</b>	<b>Message Display</b>	<b>Message Description</b>
	HELP DESK.	
2350	2350 – ALIQ TSQ READ ERROR. RESTART SESSION OR CALL THE HELP DESK.	No data in the ALIQ TSQ. Try restarting the session.
2360	2360 – UCSQ TSQ READ ERROR. RESTART SESSION OR CALL THE HELP DESK.	No data in the UCSQ TSQ. Try restarting the session.
2370	2370 – UNCQ TSQ READ ERROR. RESTART SESSION OR CALL THE HELP DESK.	No data in the UNCQ TSQ. Try restarting the session.
2380	2380 – USSQ TSQ READ ERROR. RESTART SESSION OR CALL THE HELP DESK.	No data in the USSQ TSQ. Try restarting the session.
2390	2390 – UDIQ TSQ READ ERROR. RESTART SESSION OR CALL THE HELP DESK.	No data in the UDIQ TSQ. Try restarting the session.
2400	2400 – DSUQ TSQ READ ERROR. RESTART SESSION OR CALL THE HELP DESK.	No data in the DSUQ TSQ. Try restarting the session.
2410	2410 – DDEQ TSQ READ ERROR. RESTART SESSION OR CALL THE HELP DESK.	No data in the DDEQ TSQ. Try restarting the session.
2420	2420 – TSUQ TSQ READ ERROR. RESTART SESSION OR CALL THE HELP DESK.	No data in the TSUQ TSQ. Try restarting the session.
2430	2430 – ISUQ TSQ READ ERROR. RESTART SESSION OR CALL THE HELP DESK.	No data in the ISUQ TSQ. Try restarting the session.
2440	2440 – IDE3 TSQ READ ERROR. RESTART SESSION OR CALL THE HELP DESK.	No data in the IDE3 TSQ. Try restarting the session.
2450	2450 – KSU3 TSQ READ ERROR. RESTART SESSION OR CALL THE HELP DESK.	No data in the KSU3 TSQ. Try restarting the session.
2460	2460 – PSU3 TSQ READ ERROR. RESTART SESSION OR CALL THE HELP DESK.	No data in the PSU3 TSQ. Try restarting the session.
2470	2470 – PDE3 TSQ READ ERROR. RESTART SESSION OR CALL THE HELP DESK.	No data in the PDE3 TSQ. Try restarting the session.



<b>Code</b>	<b>Message Display</b>	<b>Message Description</b>
2480	2480 – TCA3 TSQ READ ERROR. RESTART SESSION OR CALL THE HELP DESK.	No data in the TCA3 TSQ. Try restarting the session.
2490	2490 – WCA3 TSQ READ ERROR. RESTART SESSION OR CALL THE HELP DESK.	No data in the WCA3 TSQ. Try restarting the session.
2500	2500 – KCA3 TSQ READ ERROR. RESTART SESSION OR CALL THE HELP DESK.	No data in the KCA3 TSQ. Try restarting the session.
2510	2510 – ESU3 TSQ READ ERROR. RESTART SESSION OR CALL THE HELP DESK.	No data in the ESU3 TSQ. Try restarting the session.
2520	2520 – EDE3 TSQ READ ERROR. RESTART SESSION OR CALL THE HELP DESK.	No data in the EDE3 TSQ. Try restarting the session.
2530	2530 – ALI3 TSQ READ ERROR. RESTART SESSION OR CALL THE HELP DESK.	No data in the ALI3 TSQ. Try restarting the session.
2540	2540 – UCS3 TSQ READ ERROR. RESTART SESSION OR CALL THE HELP DESK.	No data in the UCS3 TSQ. Try restarting the session.
2550	2550 – UNC3 TSQ READ ERROR. RESTART SESSION OR CALL THE HELP DESK.	No data in the UNC3 TSQ. Try restarting the session.
2560	2560 – USS3 TSQ READ ERROR. RESTART SESSION OR CALL THE HELP DESK.	No data in the USS3 TSQ. Try restarting the session.
2570	2570 – UDI3 TSQ READ ERROR. RESTART SESSION OR CALL THE HELP DESK.	No data in the UDI3 TSQ. Try restarting the session.
2580	2580 – DSU3 TSQ READ ERROR. RESTART SESSION OR CALL THE HELP DESK.	No data in the DSU3 TSQ. Try restarting the session.
2590	2590 – DDE3 TSQ READ ERROR. RESTART SESSION OR CALL THE HELP DESK.	No data in the DDE3 TSQ. Try restarting the session.
2600	2600 – TSU3 TSQ READ ERROR. RESTART SESSION OR CALL THE HELP DESK.	No data in the TSU3 TSQ. Try restarting the session.

## **SND Messages**

<b>Code</b>	<b>Message Display</b>	<b>Message Description</b>
2640	2640 – ALID MAP SEND ERROR. PLEASE PRINT THIS SCREEN AND CALL THE HELP DESK.	ALID screen did not display. Restart session.
2650	2650 – DDET MAP SEND ERROR. PLEASE PRINT THIS SCREEN AND CALL THE HELP DESK.	DDET screen did not display. Restart session.
2660	2660 – DSUM MAP SEND ERROR. PLEASE PRINT THIS SCREEN AND CALL THE HELP DESK.	DSUM screen did not display. Restart session.
2670	2670 – EDET MAP SEND ERROR. PLEASE PRINT THIS SCREEN AND CALL THE HELP DESK.	EDET screen did not display. Restart session.
2680	2680 – ESUM MAP SEND ERROR. PLEASE PRINT THIS SCREEN AND CALL THE HELP DESK.	ESUM screen did not display. Restart session.
2690	2690 – FHLP MAP SEND ERROR. PLEASE PRINT THIS SCREEN AND CALL THE HELP DESK.	Field help screen did not display. Restart session.
2700	2700 – IDET MAP SEND ERROR. PLEASE PRINT THIS SCREEN AND CALL THE HELP DESK.	IDET screen did not display. Restart session.
2710	2710 – IINQ MAP SEND ERROR. PLEASE PRINT THIS SCREEN AND CALL THE HELP DESK.	IINQ screen did not display. Restart session.
2720	2720 – ISUM MAP SEND ERROR. PLEASE PRINT THIS SCREEN AND CALL THE HELP DESK.	ISUM screen did not display. Restart session.
2730	2730 – KCAL MAP SEND ERROR. PLEASE PRINT THIS SCREEN AND CALL THE HELP DESK.	KCAL screen did not display. Restart session.
2740	2740 – KSUM MAP SEND ERROR. PLEASE PRINT THIS SCREEN AND CALL THE HELP DESK.	KSUM screen did not display. Restart session.
2750	2750 – PDET MAP SEND ERROR. PLEASE PRINT THIS SCREEN AND CALL THE HELP DESK.	PDET screen did not display. Restart session.
2760	2760 – PSUM MAP SEND ERROR. PLEASE PRINT THIS SCREEN AND CALL THE HELP DESK.	PSUM screen did not display. Restart session.



<b>Code</b>	<b>Message Display</b>	<b>Message Description</b>
2770	2770 – SCID MAP SEND ERROR. PLEASE PRINT THIS SCREEN AND CALL THE HELP DESK.	SCID screen did not display. Restart session.
2780	2780 – SHLP MAP SEND ERROR. PLEASE PRINT THIS SCREEN AND CALL THE HELP DESK.	Screen Help did not display. Restart session.
2790	2790 – TCAL MAP SEND ERROR. PLEASE PRINT THIS SCREEN AND CALL THE HELP DESK.	TCAL screen did not display. Restart session.
2800	2800 – TRAC MAP SEND ERROR. PLEASE PRINT THIS SCREEN AND CALL THE HELP DESK.	TRAC screen did not display. Restart session.
2810	2810 – TSUM MAP SEND ERROR. PLEASE PRINT THIS SCREEN AND CALL THE HELP DESK.	TSUM screen did not display. Restart session.
2820	2820 – UCSR MAP SEND ERROR. PLEASE PRINT THIS SCREEN AND CALL THE HELP DESK.	UCSR screen did not display. Restart session.
2830	2830 – UDIV MAP SEND ERROR. PLEASE PRINT THIS SCREEN AND CALL THE HELP DESK.	UDIV screen did not display. Restart session.
2840	2840 – UNCP MAP SEND ERROR. PLEASE PRINT THIS SCREEN AND CALL THE HELP DESK.	UNCP screen did not display. Restart session.
2850	2850 – USSO MAP SEND ERROR. PLEASE PRINT THIS SCREEN AND CALL THE HELP DESK.	USSO screen did not display. Restart session.
2860	2860 – WCAL MAP SEND ERROR. PLEASE PRINT THIS SCREEN AND CALL THE HELP DESK.	WCAL screen did not display. Restart session.

# TRAC SYSTEM REPORT AND REPORT FILES – SECTION V

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## **TRAC Report and Report File Generation**

### **How to Use Section V of the WDTIP User Manual**

This section describes the system report and report files' function and purpose. It provides the report or report file names, a description of each report or report file subject and provides suggestions for using report or report file information. This section begins by explaining the difference between system reports and system report *files*. The TRAC system issues electronic report files, not electronic formatted reports. The table below outlines the differences between reports and report files.

<b><i>Term</i></b>	<b><i>Description</i></b>
<i>Report Files</i>	Report files contain data elements that are not formatted into a specific report style enabling counties to customize reports. These report files are sent electronically.
<i>Reports</i>	Reports are pre-formatted detail or summary information configured by a system containing specific information related to the report subject. Reports can be sent electronically and are usually available in the system for a specific period of time.

## TRAC System Report and Report Files

The TRAC system provides report information related to federal and State welfare regulations. The table below provides the details for each of the report files.

<b>Report File</b>	<b>Report File Subject</b>	<b>Tips</b>
<b>48/53-60 Approaching Clocks</b>	This report file generates a summary (provided to CDSS) and detailed list (provided to the counties) of individuals by CIN or County ID who are in one of the following months of the 60 month time limit for the State (CalWORKs) and/or federal (TANF): 48, 53, 54, 55, 56, 57, 58, 59, or 60; and/or in month 15/21 of the 18/24 month time limit for Welfare to Work.	The county can customize this report file to generate caseload management reports.
<b>Exceeding Clocks Report without Aid Code</b>	This report file provides <i>a list of CINs or County IDs</i> representing those active individuals exceeding the TANF 60-month and/or the CalWORKs 60-month and/or the WTW 18/24-month time clock limit.	The county can customize this report file to generate caseload management reports.
<b>Exceeding Clocks Report with Aid Codes</b>	This report file provides <i>a list of CINs or County IDs</i> representing those active individuals exceeding the TANF 60-month and/or the CalWORKs 60-month, along with the aid code.	The county can customize this report file to generate caseload management reports.
<b>Monthly Projections</b>	This report file provides <i>a summary file</i> of active individuals who are approaching the TANF, CalWORKs, or WTW clocks. For TANF, counts are for months 54 to 59; for CalWORKs, counts are for months 54 to 59; and for WTW, counts are for the months 12 to 23. In addition, a “grand total” summary report file is generated; this report contains a summary of the California Counties summary records.	The county can customize this report file to generate staffing projection reports.
<b>Active Program Participation</b>	This report file provides a detailed list of individuals with active program participation records in TRAC database.	The county can use this report file to reconcile records between county system and WDTIP.

<b>Report</b>	<b>Report Subject</b>	<b>Tips</b>
<b>Multiple County Aid Report</b>	This is the formatted report that identifies the number of individuals who have received aid in multiple counties over time. This is a statewide aggregate report generated monthly..	This information can be used to determine the percentage of the population that receives assistance across county lines.

# TRAC System Administration - Section VI

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## **System Access and Security**

The TRAC system is accessed via the MEDS Inquiry Request Menu (Main Menu). System access is controlled by MEDS. Users will log on to MEDS using their existing MEDS user ID (sign-on) and password. The TRAC system is an option that is selected from the MEDS Inquiry Request Menu.

Users with access to MEDS will have access to TRAC. Users with MEDS inquiry access will have inquiry or TRAC “read-only” access to all screens. If a user has MEDS update access and their county system cannot send updates to WDTIP using the batch process, then the user has TRAC “update” access. Only those users with MEDS update access will have TRAC online update capabilities.

The TRAC system will provide security for online record modifications, additions and deletions. Authorized update users may only update data that is owned by their respective county. A county must be the “county of record” to update information contained in that record.

For questions regarding TRAC user profiles or TRAC update screen access, follow existing procedures (your county’s procedures) for contacting the MEDS Coordinator.

# TRAC System Troubleshooting Tips - Section VII



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## ***Troubleshooting and Navigation Tips***

The User Acceptance Team members compiled the following troubleshooting tips. These troubleshooting tips were noted during TRAC system testing.

- ❑ If unsure of the TSUM totals (do they include the latest information), refer to the “Last Calculated Date” field on TSUM. The “Last Calculated Date” only changes when the system has recalculated the time clock totals in the nightly batch process.
- ❑ If an authorized user makes a change to one of the update screens, but does not see the change displayed immediately, it is possible that the [Enter] key was not pressed after responding “Y” to the system message “Add/Modify/Delete Record (Y/N) to confirm your change.” If results continue to be incorrect, contact the Help Desk.
- ❑ If the production (TRAC) and training (TRAT) regions are idle they will “time out”
- ❑ The [F4] key is a quick way to learn screen names and IDs (TRAN-IDs).
- ❑ Use the [F3] key when navigating, back and forth (quickly), between two screens.
- ❑ Use the [F10] key to be forwarded to the TSUM.
- ❑ The three calendar screens, TCAL, KCAL and WCAL have the identical last three letters and can be quickly accessed from one another by typing the first letter of the screen ID (TRAN-ID) in the screen ID field (TRAN ID field).
- ❑ Sometimes the cursor can be hard to see on the screen. Contact the County Help Desk or follow county protocol to request a screen option reconfiguration. The screen font type can be adjusted for easier viewing.

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